Role Description
Application Solutions Lead

Cluster	Transport
Agency	Sydney Metro
Division/Branch/Unit	Corporate Services / Information and Technology
Location	680 George Street, Sydney and other site locations
Classification/Grade/Band	Grade 9
Role Number	51012360
ANZSCO Code	224214
PCAT Code	2121392
Date of Approval	July 2018
Agency Website	www.sydneymetro.info

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The primary purpose of the role is to manage the development roadmap and documentation of various Application Management systems across the Sydney Metro Application Portfolio, including Electronic document and records management systems (EDRMS) and Project Data Collaboration systems. The role focuses on the development and delivery of tailored solutions to meet business application management requirements and support continual improvements in the management of applications through the life-cycle.

The role manages a team of technical specialists responsible for the support and administration of the Sydney Metro application environment, including platforms and information systems through the implementation of solutions and provision of technical support and advice to users across multiple locations, platforms and technologies.

Key accountabilities

- Model good leadership to inspire direction and delivery, develop people, and drive change
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers

- Work collaboratively with senior managers to identify specific information system requirements, evaluate business solutions and ensure alignment between business needs and strategic direction
- Identify issues and risk relating to proposed systems and develop solutions in order to deliver cost savings, improve environmental practices and mitigate risks and defects
- Coordinate the provision of input into the setup of systems for the project, including the preparation of the Execution Plans defining data management systems (common data environments), accountabilities, associated permissions and processes (workflows), model management and design coordination, project element classification and LoD requirements
- Work across design disciplines to support the development of element/component models and identify opportunities for process improvements, including the development of relationship/rules based modelling tools
- Provide a range of processes and administrative functions, ensuring delivery of training, testing, related coordination and advice to assist SM in the ongoing development of mandated TfNSW corporate records management system
- Develop and maintain progress databases and documentation related to system transition activities to ensure seamless system migration and provide guidance for future migration projects
- Guide the data migration of corporate documents in collaboration with TfNSW Records Management ensuring that the objectives are being met and contingency plans are in place
- Provide review, feedback and quality assurance for all work carried out by the System Administrators and follow through to the development and continuous improvement of process or relevant frameworks

Key challenges

- Taking into consideration emerging trends via consultation with project members, technical experts, both internally and externally
- Developing and maintaining high level of professional credibility with senior management and contractors
- Negotiating and influencing to achieve outcomes that support the delivery of the project, whilst complying with information management statutory and policy requirements

Key relationships

Who	Why
Internal	
Senior Manager Application Management	- Escalate issues, keep informed, advise and receive instructions - Provide regular updates on key projects, issues and priorities
Direct reports	Lead, inspire and motivate, provide direction and manage performance
Application Management Teams	- Work closely with team to ensure that projects/activities are supported with respect to IT support (data management systems, software and hardware) - Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes
Project teams and wider SM office	Build collaborative working relationships

Who	Why
	• Develop networks and be recognised as the IM Solutions Lead for the organisation
External	
TfNSW divisions and other Transport Operating Agencies	• Provide advice and respond to requests for information • Participate in forums, groups to represent agency and share information
Service providers and specialist providers of contracting and consultancy services	• Participate in discussions regarding innovation and best practice

Role dimensions

Decision making

The role operates within the requirements of the agreed work plan and establishes operational priorities in consultation with the Senior Manager Application Management. The position holder is expected to deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided.

Reporting line

This role reports directly to the Senior Manager Application Management

Direct reports

The role has four direct reports

Budget/Expenditure

The budget/expenditure allocation for the role is to be confirmed

Essential requirements

Tertiary qualifications in a relevant discipline or equivalent experience

Knowledge and demonstrated experience working with OpenText systems and related applications

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Adept
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Adept
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	Adept
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Capability Set	Category, Sub-category and Skill	Level and Code
SFIA	**Strategy & Architecture, Technical Strategy & Planning, Solution Architecture**	**6 ARCH**
	Strategy & Architecture, Technical Strategy & Planning, Data Management	5 DATM
	Strategy & Architecture, Technical Strategy & Planning, Methods & Tools	5 METL
	Development & Implementation, Installation & Integration, Systems Integration	**5 SINT**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Advanced	• Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcome • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results

| | | • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way |
| | | • Monitor and report on performance of team in line with established performance development frameworks |

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	**Level and Code**	**Skill and Level Description**
Strategy & Architecture, Technical Strategy & Planning	**6 ARCH**	**Solution Architect** Leads the development of architectures for complex systems, ensuring consistency with specified requirements agreed with both external, and internal customers. Takes full responsibility for the balance between functional, service quality and systems management requirements within a significant area of the organisation. Establishes policy and strategy for the selection of systems architecture components, and co-ordinates design activities, promoting the discipline to ensure consistency. Ensures that appropriate standards (corporate, industry, national and international) are adhered to. Within a business change programme, manages the target design, policies and standards, working proactively to maintain a stable, viable architecture and ensure consistency of design across projects within the programme
Development & Implementation, Installation & Integration	**5 SINT**	**Systems Integration** Designs and builds integration components and interfaces. Leads practical integration work under the technical direction of the system /service designer. May contribute to the overall design of the service. May define the technical criteria for product/component selection. Contributes to decisions about tools, methods and approaches

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