

Role Description

Lead Application Analyst



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Systems Group
Position Description no	10136-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	261311
PCAT Code	1226492
Date of Approval	March 2023
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

The Lead Application Analyst is responsible for developing and maintaining large, complex corporate systems that facilitate the achievement of TAFE NSW's core business through the use of process and technology. The Lead Application Analyst provides sound, technical and professional advice to the role supervisor, and actively contributes to planning, system documentation and reporting.

Key accountabilities

1. Assume technical responsibility for all stages of the software development process to ensure compliance with development standards and achievement of documented requirements.
2. Provide design, analysis and/or programming expertise into the development and/or enhancement of complex computer-based programs, systems, databases and prototypes.
3. Utilise technical expertise in the requirements analysis and corrections phases to ensure the solution is both fit for purpose and fit for use.
4. Design and execute acceptance testing to improve the quality of the developed program / system and reduce organisational risks; provide support for user acceptance testing of completed developmental work.
5. Provide ongoing third level technical support for programs and systems; analyse and resolve problems, and where necessary, follow-through with external service providers; monitor recurring problems to identify trends and resolve performance issues.
6. Contribute to ICT planning to ensure that programs, systems and change requests are considered in the context of emerging ICT requirements; actively contribute to future resource and capacity planning, ICT security and disaster recovery planning activities to provide adequate protection for the Department and system users.
7. Maintain timely and accurate system documentation, including change requests, technical and user guides, software asset and configuration registers, problem and resolution knowledge bases, and other documentation produced during the program and/or system lifecycle.
8. Provide timely, specialist advice and support to the role supervisor, senior managers and system users to ensure seamless service delivery, reliability and optimal effectiveness of programs and systems; provide operational reports to the role supervisor and/or ICT senior management team.
9. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop meaningful individual performance development and review plans.

Key challenges

- Demonstrating proactivity, showing initiative and having the ability to participate in a variety of complex ICT projects in an environment with numerous stakeholders and tight timeframes; balancing competing demands and expectations to ensure project objectives are achieved.
- Promptly escalating risks / issues that may affect service delivery, product development and/or product testing.
- Maintaining a contemporary knowledge of industry trends, data programming languages and related technologies in a rapidly changing environment.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, advice and support.• Discuss projects, priorities, reforms and proposed programs and systems.• Provide sound advice to inform decision-making and challenge current thinking.
Senior managers / system users	<ul style="list-style-type: none">• Build and maintain effective partnerships, provide advice and resolve issues arising.• Influence others to ensure full consideration of project risks, budget and/or funding; educate regarding program and system requirements.
Systems Group	<ul style="list-style-type: none">• Collaborate to implement proposed programs and systems to ensure successful outcomes.

External

Who	Why
Vendors / suppliers	<ul style="list-style-type: none">• Communicate priorities and inform of standards in accordance with Departmental documented procedures.• Build and maintain effective relationships to resolve issues arising and minimise service disruption.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level or approval are referred to the reporting line manager.

Reporting line

Application Services Manager

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree in relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated substantial experience in all phases of the system development lifecycle in a large project environment, including design, programming, testing and delivery.
4. Demonstrated experience in UML, Documentation, Process flows & diagrams using MS Visio, Databases & LDAP directories and a sound working knowledge of IT service management principles and frameworks including ITIL, process tools, frameworks, and best practice methods.

- Demonstrated experience in conducting formal quality assurance testing and supporting user acceptance testing.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept



Work Collaboratively

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

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Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

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Project Management

Understand and apply effective planning, coordination and control methods



- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate

	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate