

# Role Description

## Senior Application Analyst



Education

Cluster	Education
Division/Branch/Unit	Information Technology Directorate
Location	Australian Technology Park, Sydney
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing and temporary
Role Number	199063, 199064, 199084, 199092, 199096, 199101, 199105, 201060, 203886, 203887, 206000, 206007, 219601, 219602
ANZSCO Code	261311
PCAT Code	3116492
Date of Approval	November 2019
Agency website	<a href="http://www.dec.nsw.gov.au">www.dec.nsw.gov.au</a>

### Department of Education

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

### Primary purpose of the role

The Senior Application Analyst contributes to the development and maintenance of large, complex corporate systems that facilitate the achievement of the Department's core business through the use of process and technology. Working with the role supervisor, the role contributes to planning, system documentation and reporting as required.

### Key accountabilities

- Contribute technical knowledge and/or expertise to various stages of the software development process to ensure compliance with development standards and achievement of documented requirements
- Prepare schedules for programming tasks and report the status, critical path, milestones and issues of the project and recommend appropriate variations
- Translate user requests for enhancements and corrections into design specifications to ensure the solution is both fit for purpose and fit for use
- Undertake testing and gather feedback to improve the quality of outputs and reduce operational risks; undertake design walkthroughs and manage control systems testing
- Participate in implementation planning to task level, assisting with implementation and providing systems support throughout the implementation period
- Provide ongoing third level technical support and problem resolution to minimise the impact of service outages; analyse and resolve problems, and where necessary, escalate issues for follow-through with external service providers; monitor recurring problems to identify and resolve trends

- Undertake post-release activities to develop a base of knowledge to be incorporated into future build and release cycles; maintain timely and accurate system documentation, including change requests, technical and user guides, software asset and configuration registers, etc.
- Provide timely advice and support to the role supervisor and system users to ensure seamless service delivery, reliability and optimal effectiveness of programs and systems; contribute to the preparation of operational and progress reports to the role supervisor

## Key challenges

- Balancing both urgent and routine tasks in an environment with numerous stakeholders and tight timeframes; demonstrating initiative and flexibility
- Promptly escalating risks / issues that may affect service delivery, product development and/or product testing
- Maintaining an awareness of industry trends, data programming languages and related technologies in a rapidly changing environment

## Key relationships

Who	Why
<b>Internal</b>	
Application Services Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> <li>• Receive feedback regarding performance and respond appropriately; demonstrate adaptability and flexibility</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Work collaboratively to contribute to the achievement of business outcomes</li> <li>• Participate on internal committees and cross-team projects</li> </ul>
Senior managers / system users	<ul style="list-style-type: none"> <li>• Build and maintain effective partnerships, provide advice and resolve issues arising</li> <li>• Liaise to understand customer needs; provide timely and accurate advice to ensure the effective resolution of end-user issues and problems</li> </ul>
<b>External</b>	
External vendors / suppliers	<ul style="list-style-type: none"> <li>• Work cooperatively and share information regarding standards and Departmental procedures</li> <li>• Build and maintain effective relationships to resolve issues arising and minimise service disruption</li> </ul>

## Role dimensions

### Decision making

The Senior Application Analyst:

- Sets priorities and makes day-to-day decisions in accordance with Departmental and Directorate policies and procedures; long-term planning is undertaken with the role supervisor
- Assesses and manages a variety of complicated tasks; discusses the scope and resources required to complete tasks with the role supervisor
- Contributes to resolutions of technical problems relating to programs / systems; actively collaborates with other IT specialists to ensure seamless service delivery
- Provides technical advice regarding existing programs / systems and suggests amendments; prepares routine and/or progress reports for consideration by the role supervisor.

### Reporting line

The Senior Application Analyst reports to an Application Services Manager role.

## Direct reports

Nil

## Budget/Expenditure

As per financial delegations.

## Essential requirements





- Demonstrated ability to analyse and translate user requirements into computer based programs and systems.
- Sound working knowledge of IT service management principles and frameworks including ITIL, process tools, frameworks, and best practice methods.
- Ability to adhere to a quality management system and formal methodologies.
- Knowledge of and commitment to the Department's Aboriginal education policies.

## 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](http://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.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

## Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Change and Transformation – Business Change Management – Requirements Definition and Management	Level 4 - REQM
	Development and Implementation – Systems Development – Systems Design	Level 4 - DESN
	Development and Implementation – Systems Development – Programming / Software Development	Level 4 - PROG
	Development and Implementation – Systems Development – Testing	Level 4 – TEST

## 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
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>

## Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
<b>Change and Transformation</b> Business Change Management	Level 4 REQM	<b>REQUIREMENTS DEFINITION AND MANAGEMENT (REQM)</b> – Facilitates scoping and business priority-setting for change initiatives of medium size and complexity. Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source. Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence. Manages requests for and the application of changes to base-lined requirements. Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position.
<b>Development and Implementation</b> Systems Development	Level 4 DESN	<b>SYSTEMS DESIGN (DESN)</b> – Recommends/designs structures and tools for systems which meet business needs and takes into account target environment, performance security requirements and existing systems. Delivers technical visualisation of proposed applications for approval by customer and execution by system developers. Translates logical designs into physical designs, and produces detailed design documentation. Maps work to user specification and removes errors and deviations from specification to achieve user-friendly processes.
<b>Development and Implementation</b> Systems Development	Level 4 PROG	<b>PROGRAMMING / SOFTWARE DEVELOPMENT (PROG)</b> – Designs, codes, tests, corrects and documents complex programs and scripts from agreed specifications, and subsequent iterations, using agreed standards and tools, to achieve a well-engineered result. Takes part in reviews of own work and leads reviews of colleagues' work.