

Role Description

Technical Assurance Officer



Department of
Primary Industries

Cluster	Planning, Industry and Environment
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Biosecurity and Food Safety
Location	Negotiable
Classification/Grade/Band	Clerk Grade 7/8
Job Family	Bespoke/ Information and Communication Technology / Delivery
ANZSCO Code	263299
PCAT Code	1226692
Date of Approval	October 2019 (updated February 2020)
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

The Technical Assurance Officer co-ordinates the implementation of technical support services for systems infrastructure and technology services supporting Biosecurity and Food Safety, including developing and maintaining current documentation, support mechanisms and training for all core systems infrastructure and integration components and implementing processes for the effective monitoring of systems performance.

Key accountabilities

- Transition new systems capability including development and release activities and provide ongoing support, ensuring the support team are trained and capable of undertaking the support role when required.
- Work with the development teams to identify bugs and enhancements to improve system functionality.
- Develop and maintain clear, concise and current documentation for core systems infrastructure and integration components

- Develop and maintain effective systems monitoring processes to enable quick diagnosis of systems problems
- Promote and ensure the use of agreed methods, tools and reference material to drive efficiency and consistency within the team
- Co-ordinate set-up activities for large-scale or complex deployments or changes to the organisations information systems to comply with operational requirement for service delivery
- Analyse and report on the performance of assigned systems and applications to guide owners in the development of business cases for necessary upgrades or decisions that will reduce issues and/or eliminate adverse impacts upon service delivery

Key challenges

- Develop and maintain detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services
- Managing a wide range of supplier relationships and providing solutions to complex associated issues

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ Provide advice and share knowledge and information to work team members on technical issues ▪ Work collaboratively to contribute to supporting the achievement of the organisation's business goals
Clients/customers	<ul style="list-style-type: none"> ▪ Provide sound and reliable advice to achieve agency objectives ▪ Provide advice and guidance on system related topics ▪ Manage expectations, resolve issues and provide solutions to problems
External	
Vendors and suppliers	<ul style="list-style-type: none"> ▪ Liaise with the vendors and suppliers to ensure the functionality of systems, and advising on system user issues

Role Dimensions

Decision making

The role exercises substantial personal responsibility and autonomy to manage own work load and priorities. Makes decisions which influence the success of projects and team objectives.

Reporting line

Leader Biosecurity Systems Support

Direct reports

Nil

Budget

Nil





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

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

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
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Adept

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Service Management, Service Operation, Service desk and incident management	Level 4 – USUP
	Service Management, Service Operation, Application support	Level 4 – ASUP
	Service Management, Service Operation, IP Operations	Level 3 – ITOP
	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 4 – HSIN

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 Display Resilience and Courage	Intermediate	<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 in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects

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

Category and Sub-Category	Level and Code	Level Descriptions
Service Management, Service Operation, Service desk and incident management	Level 4 – USUP	Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and in an appropriate form for those providing support. Creates and maintains support documentation.