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| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **ANZSCO Code** | 263100 |
| **PCAT Code** | NA |
| **Date of Approval** | XXXX |

Primary purpose of the role

The Senior Network Engineer is responsible for planning, designing, supporting and maintaining the ICT data and voice network, and provides leadership and guidance to the other network administrators within the team.

Key accountabilities

* Provides technical leadership and guidance in designing, configuring and maintaining data and voice network infrastructure to ensure compliance with policies and regulations, and that all issues are addressed and resolved.
* Analyse, evaluate and monitor network infrastructure to ensure networks are configured to operate at optimal performance.
* Troubleshoot and diagnose network problems, and determine the most appropriate technical solutions for resolving problems and issues to improve network performance and satisfies user’s needs.
* Monitor and analyse the overall performance of systems to assess the need for performance tuning, updates, upgrades, enhancements, preventive maintenance and new systems, and recommend options for upgrading and improving the performance of systems.
* Evaluate new network hardware and software solutions and undertake systematic monitoring and scanning of the enterprise's external environment to identify emerging technologies that have the potential to create value.
* Assess availability, performance and capacity of services and resources to ensure cost-justifiable capacity and performance are available to support business.
* Reduce operational risk and improve availability of the network by ensuring network access, monitoring, control, evaluation and documentation practices are maintained and adhered to.
* Work with the business to determine future network requirements and produce network designs to meet the network availability, performance and security of the business.
* 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.
* Place the customer at the centre of all decision making.
* Work with the Line Manager to develop and review meaningful performance management and development plans

Key challenges

* Managing complex relationships across multiple suppliers.
* Performing capacity and network planning activities in a constantly changing environment

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive leadership, direction and advice |
| Colleagues and other managers | * Resolve and provide solutions to issues * Enhance efficiency and quality of service to end users |
| **External** |  |
| Vendors/Service Providers and Consultants | * Agree and manage underpinning contracts for service delivery * Define scope for projects and maintenance activities * Manage and report on supplier related KPI’s and performance targets * Keep abreast of new technologies and trends within the industry |

# Role dimensions

## Decision making

* Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
* Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## Reporting line

x

## Direct reports

x

## Budget/Expenditure

x

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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.

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](https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/ict-professionals)

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 icon | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices * Look for and take advantage of opportunities to learn new skills and develop strengths * Show commitment to achieving challenging goals * Examine and reflect on own performance * Seek and respond positively to constructive feedback and guidance * Demonstrate and maintain a high level of personal motivation | Adept |
| Relationships icon | **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 |
|  | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Influence others with a fair and considered approach and present persuasive counter-arguments * Work towards mutually beneficial ‘win-win’ outcomes * Show sensitivity and understanding in resolving acute and complex conflicts and differences * Identify key stakeholders and gain their support in advance * Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise * Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
| Results icon | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues * Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others * Take account of the wider business context when considering options to resolve issues * Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements * Implement systems and processes that are underpinned by high-quality research and analysis * Look for opportunities to design innovative solutions to meet user needs and service demands * Evaluate the performance and effectiveness of services, policies and programs against clear criteria | Advanced |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Design and develop systems to establish and measure accountabilities * Ensure accountabilities are exercised in line with government and business goals * Exercise due diligence to ensure work health and safety risks are addressed * Oversee quality assurance practices * Model the highest standards of financial probity, demonstrating respect for public monies and other resources * Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks * Incorporate sound risk management principles and strategies into business planning | Advanced |
| Business Enablers icon | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Champion the use of innovative technologies in the workplace * Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies * Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes * Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes * Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies | Advanced |

| **Occupation specific focus capability set** | | | |
| --- | --- | --- | --- |
| Capability Set / Skill | Category and Sub-Category | Level Descriptions | Level and Code |
| Network planning  Skills Framework for the Information Age logo | Strategy and architecture  Technical strategy and planning | * Creates and maintains network plans for own area of responsibility, contributes to setting service level agreements, and plans the infrastructure necessary to provide the network services to meet such agreements. | Level 5  NTPL |
| Network design  Skills Framework for the Information Age logo | Development and implementation  Systems development | * Produces outline system designs and specifications, and overall architectures, topologies, configuration databases and design documentation of networks and networking technology within the organisation. * Specifies user/system interfaces, including validation and error correction procedures, processing rules, access, security and audit controls. * Assesses associated risks, and specifies recovery routines and contingency procedures. * Translates logical designs into physical designs. | Level 5  NTDS |
| Network support  Skills Framework for the Information Age logo | Delivery and operation  Service operation | * Drafts and maintains procedures and documentation for network support. * Makes a significant contribution to the investigation, diagnosis and resolution of network problems. * Ensures that all requests for support are dealt with according to set standards and procedures. | Level 5  NTAS |

# 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.

| **COMPLEMENTARY CAPABILITIES** | | | |
| --- | --- | --- | --- |
| Capability group/sets | Capability name | Description | Level |
| Personal Attributes icon | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships icon | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Advanced |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Results icon | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Business Enablers icon | 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 |
| Project Management | Understand and apply effective planning, coordination and control methods | Intermediate |

| Occupation specific complimentary capabilities | | | |
| --- | --- | --- | --- |
| **Capability Set / Skill** | **Category and Sub-category** | **Description** | **Level and Code** |
| Incident management  Skills Framework for the Information Age logo | Delivery and operation  Service operation | The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress towards service restoration. | Level 5  USUP |
| Problem management  Skills Framework for the Information Age logo | Delivery and operation  Service operation | The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents. | Level 5  PBMG |