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| --- | --- |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 261313 |
| **PCAT Code** | NA |
| **Date of Approval** | XXXX |

Primary purpose of the role

Manage the implementation of automated software components, system changes and maintain/monitor the scheduling process ensuring service level agreements are delivered on time to expected standards.

Key accountabilities

* Manage the Development Operations and change request process to minimise the risk of service interruptions, identifying opportunities for service and business improvements
* Design, create, test and document new or amended software applying best practice methodologies and industry recognised systems, processes and standards to meet defined business needs
* Identify, analyse, prioritise and implement improvements and efficiencies to maximum value from services, including the potential for automation of processes
* Develop, review and maintain support documentation for the change management process to minimise the impact of planned changes
* Integrate and test components, systems and their interfaces to create operational services, maintaining and monitoring tools to ensure software is configured and working efficiently and to agreed security standards
* Manage batch processes and follow up batch errors to ensure all jobs are completed successfully and batch jobs are run at optimum efficiency
* Work with business and technology stakeholders to translate user stories and business problems to propose design approaches or services to create specifications and technical designs of systems to meet defined business needs
* Develop and maintain customer and stakeholders through effective communication, negotiation and issues management to ensure deliverables are met

Key challenges

* Building relationships with business representatives and contractors to meet client requests and requirements with competing interests, schedules and projects
* Understanding and explaining how system changes affect and impact on the ability to conduct business as usual while balancing user needs with user desires
* Keeping up to date with best practice industry standards in a high volume work environment with tight deadlines

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues with potential solutions, keep informed, advise and receive guidance and instructions |
| Work Team | * Contribute in meetings to obtain the work group perspective and share information * Work collaboratively to contribute to achieving the team’s business outcomes |
| Stakeholders | * Provide a client-focused approach to service delivery, articulate the needs and requirements of the service * Collaborate with, provide advice and responses to ensure prompt resolution of issues |
| **External** |  |
| Client/Customers | * Address/respond to queries where possible, or redirect relevant party for review and resolution * Contribute to a client-focused approach to service delivery * Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues |
| Vendors/Service Providers and Consultants | * Seek/maintain specialist knowledge/advice, collaborate and keep up with best practice * Participate in forums, groups to represent the agency and share information * Participate in discussions regarding innovation and best practice |

# Role dimensions

## Decision making

## This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers’ decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes

## 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 logo | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Adapt existing skills to new situations * Show commitment to achieving work goals * Show awareness of own strengths and areas for growth, and develop and apply new skills * Seek feedback from colleagues and stakeholders * Stay motivated when tasks become difficult | Intermediate |
| Relationships logo | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience * Support a customer-focused culture in the organisation * Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 * Cooperate across work areas to improve outcomes for customers | Intermediate |
| **Work Collaboratively**  Collaborate with others and value their contribution | * Build a supportive and cooperative team environment * Share information and learning across teams * Acknowledge outcomes that were achieved by effective collaboration * Engage other teams and units to share information and jointly solve issues and problems * Support others in challenging situations * Use collaboration tools, including digital technologies, to work with others | Intermediate |
| Results logo | **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 | Adept |
|  | **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 | Adept |

| **Occupation specific focus capability set** | | | |
| --- | --- | --- | --- |
| Capability Set / Skill | Category and Sub-Category | Level Descriptions | Level and Code |
| Programming / software development  Skills Framework for the Information Age logo | Development and implementation  Systems development | * Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs/scripts. * Applies agreed standards and tools, to achieve a well-engineered result. * Collaborates in reviews of work with others as appropriate. | Level 3  PROG |
| Configuration management  Skills Framework for the Information Age logo | Delivery and operation  Service transition | * Applies tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes. * Assists with audits to check the accuracy of information and undertakes any necessary corrective action under direction. | Level 2  CFMG |
| Systems integration and build  Skills Framework for the Information Age logo | Development and implementation  Installation and integration | * Produces software builds from software source code. * Conducts tests as defined in an integration test specification, records the details of any failures. * Analyses and reports on integration test activities and results. * Identifies and reports issues and risks. | Level 2  SINT |
| Testing  Skills Framework for the Information Age logo | Development and implementation  Systems development | * Reviews requirements and specifications, and defines test conditions. * Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. * Analyses and reports test activities and results. * Identifies and reports issues and risks associated with own work. | Level 3  TEST |
| Release and deployment  Skills Framework for the Information Age logo | Delivery and operation  Service transition | * Uses the tools and techniques for specific areas of release and deployment activities. * Administers the recording of activities, logging of results and documents technical activity undertaken. * May carry out early life support activities such as providing support advice to initial users. | Level 3  RELM |

# 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 logo | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |

| Occupation specific complimentary capabilities | | | |
| --- | --- | --- | --- |
| **Capability Set / Skill** | **Category and Sub-category** | **Description** | **Level and Code** |
| **Database administration**  Skills Framework for the Information Age logo | Delivery and operation  Service operation | The installation, configuration, upgrade, administration, monitoring and maintenance of databases. Providing support for operational databases in production use and for internal or interim purposes such as iterative developments and testing. Improving the performance of databases and the tools and processes for database administration (including automation). | Level 3  DBAD |
| **IT infrastructure**  Skills Framework for the Information Age logo | Delivery and operation  Service operation | The operation and control of the IT infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services) that is required to deliver and support the information systems needs of a business. Includes preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability. The application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components. | Level 3  ITOP |