



## Job description

### Department of Finance Corporate Services

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Position number 00031104

Technical Analyst

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#### Position details

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Classification level	5
Award/agreement	PSA
Organisation unit	Information and Communications Technology
Physical location	Perth Metropolitan Area
This role supervises (FTE)	0

#### Reporting relationships

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Supervisor:

Position number	00031103
Position title	Service Technical Lead
Classification level	7

#### Our Values

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Our people and our values are at the core of the actions, behaviours and decisions we make and shape everything we do at the Department of Finance.

- Inspiring and Influential
- Passionate and Committed
- Honest and Respectful
- Bold and Innovative

#### Keyword description

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Cloud based services bring transformational technological changes to an organisation. The successful management of cloud services requires a shift in both mindsets and strategies, processes and partnerships across and outside the organisation.

Organisational resilience and agility require proactive approach, dynamic thinking and cultural change to anticipate and prepare for future disruption.

This position is within the Run/Build team and is responsible for the provision of technical skills and system knowledge to support the ICT business systems. The tasks and activities include: support and maintenance, system enhancement, provision technical knowledge and proactive management of ICT services. The primary services are, (but not confined to):

- Business Application Hosting Services (public and private cloud environments);
- Business Application Support Services (including Application and Database Administration);
- Communications and Collaboration Services (including virtual networks, Office 365, telephony); and
- Security Services.

## **Organisational context**

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The Department of Finance's vision is driving practical, cost-effective and quality outcomes across government to benefit Western Australians.

The Department of Finance encompasses a variety of businesses:

- Office of the Director General
- Strategic Projects
- Building Management and Works
- Government Procurement
- Office of State Revenue
- Strategy and Coordination
- Corporate Services

This role is positioned within **Corporate Services (CS)**. CS provides the whole of Finance and selected bureau support with essential support services and promotes leading business practices in the areas of Finance, Information and Communications Technology, Governance and Policy, and Human Resource Management including payroll.

### **Information Communication Technology (ICT)**

The Department operates in a federated ICT service model. CS ICT provide centralised infrastructure and support services with each business unit responsible for delivery of customer facing business services. CS-ICT has migrated to the Azure cloud computing platform, transitioned services to GovNext-ICT and commenced the transition to a new operating model.

The move to consuming cloud based services is the most significant ICT change for the Department.

The Service Delivery Director position holder is required to demonstrate business acumen in delivering organisational change enabled by cloud services.

Further information on Finance business units is available by visiting [www.finance.wa.gov.au](http://www.finance.wa.gov.au).

## **Work description**

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### **Management & Leadership**

- Lead the planning and execution of Build/Run business improvement initiatives to achieve outcomes
- Provide technical leadership and advice on IT infrastructure services including IaaS, cloud-based solutions and on delivery support of business services.
- Lead customer engagement in order to deliver high quality services and system performance.

### **Service Delivery**

- Manages, supports and administers ICT infrastructure, software, security and communication services in accordance to standards to ensure optimal performance and taking necessary actions to continuously improve these services.
- Responsible for the batch processing and the delivery of change and release management for all the configuration items according to the established guidelines.
- Responsible for the development and the currency of ICT standards and procedures materials and versions control of all objects related to ICT Services.
- Undertakes project/initiative activities as directed, including the development of specifications and technical research in order to achieve outcome as required.
- Report against performance metrics to highlight areas where changes are required for enhancing business performance and efficiency.

- Responsible for sharing technical expertise and supporting team members in developing a continuous improvement environment.
- Provide training and instruction as required and directed by team leaders.

### **Stakeholder Engagement**

- Consults and collaborates with business stakeholders, support services and teams.
- Liaises with vendors/contractors to ensure industry compliance, quality and value for money.
- Escalates issues to internal and/or external service providers to minimise adverse impact of systems availability on business continuity while keeping team leaders and management informed.
- Provides direction, guidance and technical expertise to others.

### **Security Services**

- Monitor and support the SLAs to meet security requirements.
- Safeguard the security effectiveness of data, firewall, application and system access.

Other duties as directed by the management.

This position may be required to be on call and work outside the normal business hours.

This position applies equal opportunity, occupational safety and health and ethical principles and practices in all aspects of this role whilst assisting in providing a fair, safe, enjoyable and innovative workplace.

### **Work related requirements**

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A clear demonstration of the Department's values is a prerequisite for appointments.

#### **Essential:**

1. Demonstrated technical skills and the ability to manage and support the ICT services within a wide range of technologies in particular in a cloud based environment.
2. Demonstrated ability to develop and maintain team and customer relationships within the context of transformational technological changes across all key activities.
3. Demonstrated skill in the following areas in delivering ICT Services:
  - Strong analytical and problem solving ability; and
  - Time management with the ability to work to timelines and deliver outcomes.
4. Demonstrated experience on change management and configuration management principles and tools in a continuous improvement work environment.
5. Demonstrated ability to communicate and negotiate effectively to deliver mutually beneficial outcomes.

#### **Desirable:**

1. Possession of a relevant industry or tertiary qualification or demonstrated active progression towards same or a minimum of 3 years relevant industry experience.
2. Knowledge of ITIL best practices particularly in the areas of incident, problem change, service request, configuration and service delivery management.
3. Experiences of working in projects using Agile and Lean methodologies.

#### **Behaviours**

Employees in this position are required to operate in accordance with the Department of Finance Capability Framework - Level 5. See Annex A.

#### **Skills Framework for the Information Age (SFIA)**

SFIA provides a common language that integrates with the ICT Department's way of working to improve capability and resource planning, resource deployment and performance management.

The Department is committed to using SFIA in managing competencies for ICT professionals for the 21<sup>st</sup> century. See Annex B.

**Pre-employment requirements**

Australian Permanent Residency status is a minimum requirement for permanent appointment to the WA Public Sector. However, for appointment on a fixed term contract or casual basis, applicants only require a valid Work Visa for the duration of the entire advertised term.

**Appointment is subject to:**

100 point identification check; and  
Criminal Records Screening clearance

**Special equipment/requirements**

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NIL

**Certification**

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Verified by: Senior Human Resource Consultant



**Annex A - Level 5 Core Behaviours**

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively

Core Capability	Shape and Manage Strategy We clearly understand our contribution to strategies and objectives	Achieve Results We are responsive and act professionally when delivering services and advice	Build Productive Relationships We are respectful and collaborate when we build and maintain relationships	Exemplify Personal Integrity and Awareness We are respectful and collaborate when we build and maintain relationships	Communicate and Influence Effectively We communicate and negotiate effectively to deliver mutually beneficial outcomes
Attribute	Supports shared purpose and direction	Identifies and uses resources effectively and efficiently	Develops and maintains team/customer relationships	Demonstrates public service professionalism and ethical behaviour	Communicates clearly
Behaviour	<input type="checkbox"/> S1 Understands and supports the Department's strategic direction. <input type="checkbox"/> S5 Communicates and follows direction provided by supervisor. <input type="checkbox"/> S11 Recognises how own work contributes to the achievement of Departmental goals. <input type="checkbox"/> S14 Understands the reasons for decisions and recommendations.	<input type="checkbox"/> A2 Reviews task performance and communicates outcomes to supervisor. <input type="checkbox"/> A8 Makes effective use of individual and team capabilities. <input type="checkbox"/> A11 Is responsive to changes in requirements.	<input type="checkbox"/> B2 Builds and sustains positive relationship with team members, stakeholders and customers. <input type="checkbox"/> B7 Is responsive to changes in customer needs and expectations.	<input type="checkbox"/> IE1 Adopts a principled approach and adheres to the public service Code of Conduct. <input type="checkbox"/> IE2 Acts professionally at all times and operates within the boundaries of Departmental processes and legal and public policy constraints. <input type="checkbox"/> IE4 Operates as an effective representative of the work area in internal forums.	<input type="checkbox"/> C2 Confidently presents messages in a clear, concise manner. <input type="checkbox"/> C4 Focuses on key points and uses appropriate language. <input type="checkbox"/> C7 Structures written and oral communication to ensure clarity.
Attribute	Thinks Strategically	Applies and develops professional expertise	Listens, understands and recognises the needs of others	Demonstrates personal accountability	Listens, understands and adapts to audience
Behaviour	<input type="checkbox"/> S19 Understands the work environment and contributes to the development of work plans, strategies and team goal setting. <input type="checkbox"/> S23 Demonstrates an awareness of the implications of issues for own work. <input type="checkbox"/> S26 Identifies issues and problems that may impact on own work objectives.	<input type="checkbox"/> A13 Contributes own expertise to achieve outcomes for the business unit.	<input type="checkbox"/> B12 Actively listens to colleagues and customers. <input type="checkbox"/> B15 Shares information and ensures others are kept informed of issues. <input type="checkbox"/> B18 Works collaboratively and operates as an effective team member.	<input type="checkbox"/> E8 Provides accurate advice on issues. <input type="checkbox"/> IE10 Acknowledges mistakes and learns from them, and seeks guidance and advice when required.	<input type="checkbox"/> C10 Seeks to understand the audience and tailors communication style and message accordingly. <input type="checkbox"/> C11 Listens carefully to others and checks to ensure their views have been understood. <input type="checkbox"/> C12 Checks own understanding of others' comments.
Attribute	Harnesses information and opportunities	Proactive and flexible in times of change	Respects individual differences and diversity	Commits to delivering quality outcomes	Negotiates persuasively
Behaviour	<input type="checkbox"/> S31 Draws on information from multiple sources and uses agreed guidelines to analyse what information is important and how it should be used. <input type="checkbox"/> S39 Keeps self and others well informed of work progress.	<input type="checkbox"/> A18 Establishes task plans and simple project plans with measurable milestones to deliver objectives. <input type="checkbox"/> A22 Responds in a positive and flexible manner to change. <input type="checkbox"/> A25 Shares information with others and adapts to a changing environment.	<input type="checkbox"/> B22 Recognises the different working styles of individuals and factors this into the management of tasks. <input type="checkbox"/> B25 Tries to see things from different perspectives. <input type="checkbox"/> B26 Treats people with respect and courtesy. <input type="checkbox"/> B27 Recognises the positive benefits that can be gained from diversity.	<input type="checkbox"/> IE16 Takes personal responsibility for accurate completion of work and seeks guidance when required. <input type="checkbox"/> IE18 Commits energy and drive to see that goals are achieved. <input type="checkbox"/> IE19 Shows initiative and does what is required.	<input type="checkbox"/> C15 Listens to, and considers different ideas and discusses issues credibly. <input type="checkbox"/> C21 Identifies other people's expectations and concerns.
Attribute	Displays judgement, intelligence and reasoning	Responsible for managing work projects to achieve results	Shares learning and supports others	Demonstrates self-awareness and a commitment to personal development.	
Behaviour	<input type="checkbox"/> S45 Undertakes analysis and draws accurate conclusions based on evidence. <input type="checkbox"/> S53 Thinks laterally and identifies and implements improved work practices.	<input type="checkbox"/> A28 Sees tasks through to completion. <input type="checkbox"/> A31 Works within agreed priorities. <input type="checkbox"/> A36 Commits to achieving quality outcomes and adheres to documented procedures. <input type="checkbox"/> A39 Seeks feedback from supervisor to gauge satisfaction and seeks guidance when required.	<input type="checkbox"/> B32 Identifies learning opportunities. <input type="checkbox"/> B36 Makes time for people and supports the contribution of others. <input type="checkbox"/> B38 Understands and acts on constructive feedback.	<input type="checkbox"/> IE21 Seeks feedback from others. <input type="checkbox"/> IE24 Communicates areas of strength and works with supervisor to identify development needs. <input type="checkbox"/> IE28 Reflects on own behaviour and recognises the impact on others. <input type="checkbox"/> IE29 Seeks self-development opportunities.	

## Annex B - SFIA Capabilities

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

Category and Sub-Category	Level and Code	Level Descriptions
<b>Consultancy</b>	Level 5 – CNSL	Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.
<b>Emerging technology monitoring</b>	Level 5 – EMRG	Monitors the market to gain knowledge and understanding of currently emerging technologies. Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation, contributes to briefings of staff and management.
<b>Change Management</b>	Level 4 – CHMG	Assesses, analyses, develops, documents and implements changes based on requests for change.
<b>IT Infrastructure</b>	Level 4 – ITOP	Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and management of systems and components in virtualised computing environments. Implements agreed network changes and maintenance routines. Identifies operation problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.