



# WESTERN AUSTRALIA POLICE

## POSITION DESCRIPTION

### POSITION DETAILS

**Position Description Number:**  
00204919

**Position Title:**  
Senior Systems Analyst

**Rank/Level/Band**  
Level 6

**Region/Portfolio/Directorate:**  
Business Technology

**Award/Agreement:**  
Current PSA, PSGOGA and Agency Specific Agreement

**District/Branch:**  
Business Technology Operations  
Production Services Division

**Location / Suburb:**  
Perth

**Sub-district/Section:**  
Infrastructure Office

**Registered Copy Date:**  
May 2012

**Working Conditions/Special Allowances:**

Normally day shift, Monday to Friday, however, the position may be required to work outside normal hours for operational reasons in accordance with the relevant Industrial Agreement(s).

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### POSITION OBJECTIVE

Manages the Western Australia Police server environment including SAN, Backup, Virtual and physical servers, Windows and Unix Operating Systems, and technical infrastructure to support corporate applications. Plans new infrastructure services to meet demand and ensures a satisfactory service is provided to internal and external clients. Provides consultancy to the service provider regarding service efficiency.

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### REPORTING RELATIONSHIPS

**THIS POSITION REPORTS TO:**

Title:	Rank/Level/Band:
Executive Manager Infrastructure Office	Level 7

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### **THIS POSITION**

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**POSITIONS REPORTING TO THIS POSITION:**

Title:	Rank/Level/Band:
Nil	

**Total number of positions under control:** Nil

<b>Direct:</b>	<b>Indirect:</b>
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**Budget Managed:** Nil

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## **ORGANISATIONAL VALUES**

### **MISSION**

To enhance the quality of life and well-being of all people in Western Australia by contributing to making our State a safe and secure place.

### **VALUES**

The foundation of our values and service philosophy are six non-negotiable principles of conduct, behaviour and practices that are expected of everyone in the Western Australia Police (WAPOL). These are honesty, empathy, respect, openness, fairness and accountability.

**The Western Australia Police promote a workplace that is discrimination free, is fair and equitable, values diversity and provides for a safe and healthy working environment. In accordance with the organisation's professional standards and Code of Conduct the Agency advocates a high level of ethics and integrity by all employees.**

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### **ROLE OF WORK UNIT**

The role of the Infrastructure Office is to support WAPOL's business needs and strategic objectives by ensuring the effectiveness of:

- Technical infrastructure such as servers, desktops, laptops and associated peripheral equipment
- Operating system software, such as UNIX and Windows
- Backup and SAN
- Virtual Infrastructure such as VmWare
- Database administration of corporate databases
- Identification and planning contributions towards infrastructure improvements and future developments.

### **KEY RELATIONSHIPS**

Internally, this position liaises regularly with senior management within relevant areas of WAPOL. External contacts of the position include personnel employed by service providers, personnel from other public sector agencies and from private enterprise relevant to information management.

### **DECISION MAKING ROLE**

The incumbent is responsible for the coordination of the outsourced corporate application server and infrastructure support services. Decisions relating to the effective functioning of the outsourced contract and associated priorities are the responsibility of this position. The incumbent seeks direction from the Executive Manager, BT Infrastructure concerning general matters and issues related to the service provision, and any matters of a more difficult and complex nature arise.

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**ACCOUNTABILITIES/DUTIES**

	Freq	%
<b>1      <u>MANAGEMENT</u></b>		30
1.1      Coordinates and supervises server and associated infrastructure support hosting WAPOL Corporate Applications.	D	
1.2      Plans, designs and manages the implementation of major changes to services within the agency.	D	
1.3      Participates in the development of standards and technical and operational procedures necessary to support the agency's corporate application environment.	R	
1.4      Develops and manages outsourcing contracts and appropriate service level agreements.	O	
1.5      Liaises with internal and external clients, the service provider and with suppliers of contract facilities and services to ensure a high level of client focus.	D	
1.6      Ensures appropriate system performance is maintained and undertakes capacity planning and management.	W	
<b>2      <u>SUPPORT SERVICES</u></b>		65
2.1      Coordinates and manages the corporate application server and associated infrastructure support services environment for the agency under the direction of the Manager (Infrastructure).	D	
2.2      Participates in the development of standards and procedures, for the agency's servers.	R	
2.3      Implements and monitors standards and procedures for service support services.	D	
2.4      Provides consultancy, incident and problem resolution for server support services.	D	
2.5      Liaises with the service provider and agency personnel to ensure the resolution of technical and operational incidents and problems with corporate application server and infrastructure support services.	D	
2.6      Investigates and evaluates new technologies, provides consultancy on the use of new technologies and advises the agency on changes.	R	
2.7      Keeps abreast of the latest developments in the field of server and infrastructure technology.	R	
2.8      Complies with government and agency policies including EEO and other legislative requirements.	D	
2.9      Implements strategies to ensure the highest possible level of service delivery to satisfy the needs and expectations of customers and to minimise complaints against WAPOL.	R	
2.10      Business case and decision sheet writing for procurement of new equipment	R	
<b>3      <u>OTHER</u></b>		5
3.1      Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.	D	
3.2      Undertakes other duties as directed.	O	
<i>FREQUENCY: D = Daily, W = Weekly, R = Regularly, O = Occasionally, A = Annually</i>		

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### WORK RELATED REQUIREMENTS

#### ABLE TO DEMONSTRATE:

#### **ESSENTIAL WORK RELATED REQUIREMENTS**

#### **Context within which work related requirements will be applied and/or general standard expected.**

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|---|--|---|
| 1 | Knowledge of contemporary infrastructure technologies and server support practices and techniques. | Understanding the use and management of technologies e.g. hardware (Server, Backup, SAN), O/S and DBMS. Apply the server management disciplines required to ensure the ongoing availability, responsiveness and security of servers in a large 24 hour 7 days per week organisation.                |
| 2 | Project and contract management  | In relation to information technology projects, including business case writing, decision sheets, costing and budget preparation. Developing and managing outsourced contracts. Coordinating work priorities. Providing direction and supervising the activities of contractors / service provider. |
| 3 | Communication (Written and Verbal) and interpersonal skills.                                       | Liaising with persons at all levels within the public and private sector and wider community. Preparing documents & reports of a complex nature. Ability to negotiate.  |
| 4 | Analytical, conceptual and problem solving skills.   | Identifying and developing creative and innovative solutions to difficult and complex problems.   |

#### **DESIRABLE WORK RELATED REQUIREMENTS**

- 5 Possession of or progression towards a relevant tertiary qualification, or demonstrated relevant industry experience.
- 6 Experience with IT Infrastructure Library (ITIL) or a similar process methodology.

### CERTIFICATION

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the Western Australia Police requirements of the position.

<b>Certified By:</b>	<b>Name and Signature</b>	<b>Date</b>
<b>Workplace Consultant</b>	<hr/> Astrid Syed Workplace Relations Branch	May 2012
<b>Branch/Division Head</b>	<hr/> Stuart Walsh Assistant Director Production Services Division	May 2012

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#### **OFFICE USE ONLY**

Classification Review Date: 15 April 2005