

Job and Person Specification

Title of Role: Senior Systems and Integration Analyst
Remuneration Level: ASO6
Business Unit: Public Trustee
Type of Appointment: Term
Division: ICT Services
Position Number:

Job and Person Specification Approval

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Primary Purpose

The Senior Systems and Integration Analyst provides technical leadership to ICT projects and undertakes smaller projects on their own account. In addition to systems analysis and design the incumbent will undertake hands on development and systems configuration particularly in relation to systems integration and point business solutions.

Reporting Relationships

- Reports to the Team Leader, ICT Projects and Change.

Key Relationships/Interactions

- Public Trustee ICT Branch staff
- Public Trustee Branch Managers and staff
- ICT vendors and consultants

Key Challenges

- Contributing to the delivery of projects and systems changes that improve broader business productivity
- Designing robust high quality technical solutions that fully align with overall architectural directions and standards
- Developing and maintaining a strong understanding of business operations and translating that understanding into high quality software solutions

Special Conditions

- Some out of hours work may be required
- Some intra or interstate travel may be required
- Employees will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.
- Employees are expected to maintain the integrity and security of all information for which they are responsible as a result of employment in the Attorney-General's Department.

AGD Conditions



- Participation in annual performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code); and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Flexible Working Arrangement Options

- Flexitime arrangements are available in this role.

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Senior Systems and Integration Analyst is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Systems analysis and design	<ul style="list-style-type: none"> • Translates business requirements into system designs and specifications for system improvements, upgrades, and integration. • Contributes to the design and specification of larger projects. • Maintains and enhances systems security, proactively addresses security issues. 	<ul style="list-style-type: none"> • Systems or components of systems are designed to a high standard. • Designs align with business requirements and architectural standards. • All changes and new work complies with security standards and policies.
Systems integration and migration (Technical Lead)	<ul style="list-style-type: none"> • Provides technical leadership in data integration and migration across disparate platforms. • Develops expertise with integration and migration tools and systems. • Assists in the resolution of integration, migration or other technical issues in production systems as required. 	<ul style="list-style-type: none"> • The sharing of data and information between systems is continuously improved, impacting business efficiency, supporting process improvement and client satisfaction. • Integration platforms are established, improving business information and reporting.
Technical project lead / Project Coordination	<ul style="list-style-type: none"> • Fulfills role of technical lead on medium to large projects when required. • Manages smaller initiatives or projects when sole or primary technical resource. 	<ul style="list-style-type: none"> • Sound technical leadership is provided. • Small projects are delivered to agreed time and quality levels autonomously.
Develop and design point business solutions	<ul style="list-style-type: none"> • Development of bespoke business solutions and components or functional configuration in other applications. • Contributes to projects as required. 	<ul style="list-style-type: none"> • High quality bespoke or ad-hoc business solutions are developed consistent with agreed standards that meet business requirements. • Assigned project responsibilities are achieved to agreed timeframes and quality levels.



Application and associated infrastructure support	<ul style="list-style-type: none"> • Provides systems and applications support, particularly during the deployment phase. • Transfers knowledge proactively to the operations systems analysts and support staff. • Contributes to problem management activities. • Provides 2nd and 3rd level operational support as required. 	<ul style="list-style-type: none"> • Systems are proactively supported through early deployment phases. • Handover to production support is characterised by high levels of information sharing and collaboration. • Support activities are fully documented
Contribute to Culture	<ul style="list-style-type: none"> • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Work practices are safe and WHS legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	<ul style="list-style-type: none"> • Experience with analysis, design, development and deployment of applications using HTML5, JavaScript, SharePoint, Microsoft .Net, and Microsoft SQL Server technologies • Experience with implementing integrations between dispersed systems using Application Programming Interfaces, Web Services and other relevant technologies • Experience with Cloud platforms, including supporting Microsoft 365 and Azure • Experience with providing second and third level technical support towards the maintenance of business applications, and co-ordinating third party suppliers and external service providers
Technical Expertise (Desirable)	<ul style="list-style-type: none"> • Experience in Dynamics 365 and Oracle technologies • Project co-ordination



SFIA Skills Matrix

Skill Title	Description	Level Description
Systems design	The specification and design of information systems to meet defined business needs in any public or private context, including commercial, industrial, scientific, gaming and entertainment. The identification of concepts and their translation into implementable design. The design or selection of components. The retention of compatibility with enterprise and solution architectures, and the adherence to corporate standards within constraints of cost, security and sustainability.	Level 4 Recommends/designs structures and tools for systems which meet business needs and takes into account target environment, performance, security requirements and existing systems. Delivers technical visualisation of proposed applications for approval by customer and execution by system developers. Translates logical designs into physical designs, and produces detailed design documentation. Maps work to user specification and removes errors and deviations from specification to achieve user-friendly processes.
Systems integration	The incremental and logical integration and testing of components and/or subsystems and their interfaces in order to create operational services.	Level 5 Designs and builds integration components and interfaces. Leads practical integration work under the technical direction of the system /service designer. May contribute to the overall design of the service. May define the technical criteria for product/component selection. Contributes to decisions about tools, methods and approaches.
Programming/software development	The design, creation, testing and documenting of new and amended software components from supplied specifications in accordance with agreed development and security standards and processes.	Level 4 Designs, codes, tests, corrects and documents complex programs and scripts from agreed specifications, and subsequent iterations, using agreed standards and tools, to achieve a well engineered result. Takes part in reviews of own work and leads reviews of colleagues' work.
Application support	The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site	Level 3 Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.



	specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.	
Project management	The management of projects, typically (but not exclusively) involving the development and implementation of business processes to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality.	Level 4 Defines, documents and carries out small projects or sub-projects (typically less than six months, with limited budget, limited interdependency with other projects, and no significant strategic impact), alone or with a small team, actively participating in all phases. Identifies, assesses and manages risks to the success of the project. Agrees project approach with stakeholders, and prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, managing stakeholder involvement as appropriate. Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances. Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.



Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Senior Systems and Integration Analyst. KEY behaviours for this role are listed with the critical behaviours highlighted in bold. These behaviours have been drawn from a larger number of relevant behaviours in AGD's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category and level	Behaviours
Strategic Focus (Operational)	<ul style="list-style-type: none"> Supports strategic direction and plans Communicates plans in practical terms to others Identifies and manages risk as appropriate and escalates as necessary Contributes to the drive for change and innovation Adapts quickly to changing and emerging priorities
Results Orientation (Tactical)	<ul style="list-style-type: none"> Develops plans with clear outcomes and supports others to achieve these Is accountable for the delivery of quality, timely and cost effective results Critically evaluates the problem in its entirety before identifying and implementing best possible solution Confidently makes decisions showing good judgement
Service Delivery Excellence (Tactical)	<ul style="list-style-type: none"> Identifies trends, potential problems and opportunities and incorporates into plans Promotes and ensures a strong focus on internal and external customer service Effectively manages and coordinates resources for optimal outcomes. Effectively manages their own, individual and team performance and contribute to the business unit
Relationship Management (Operational)	<ul style="list-style-type: none"> Consults and seeks the views of relevant stakeholders Develops effective working relationships and internal networks Shares information and knowledge as appropriate Actively listens and communicates clearly
Professional approach and drive (Operational)	<ul style="list-style-type: none"> Maintains professionalism and confidentiality when dealing with sensitive issues Constructively expresses own views and respects the views of others Is aware of risks and makes decisions accordingly Remains positive and recovers quickly from setbacks Adapts effectively to change

Acknowledged by
occupant

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manager

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