Role Description
Development Operations (DevOps) Engineer

Role Description Fields	Details
Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	261313
OSCA Code	273333
PCAT Code	1336468
Role Family/Function/Type	Digital, ICT & Technology / Software/Application, Development/Engineering / Cloud/DevOps Engineering
Date of Approval	February 2020 (2026 capabilities updated Nov 2026)
Agency website	www.customerservice.nsw.gov.au

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 and 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

Internal

Who	Why
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
Customers/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

Who	Why
Customers/ Stakeholders	• 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
Industry professionals/ 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 changes to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Development Operations Manager, or Business unit manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

May need to work out of hours

Capabilities for the role

The NSW public sector 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.

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
	**Manage Self** Be persistent, self-reflect and commit to learning	• Adapt your existing skills to new situations • Commit to achieving work goals • Be aware of your strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Persist when tasks are difficult	Intermediate
	**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 your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate

	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others	Intermediate
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships • Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience • Think creatively to come up with new ideas to resolve issues and improve customer experience • Seek input and ideas from people with different backgrounds and experiences • Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness • Analyse data and information to identify insights and communicate findings in a clear and meaningful way	Adept
	**Technology** Understand and use available technology to maximise efficiencies and effectiveness	• Identify opportunities to collaborate using a range of technologies • Monitor compliance with policies for cyber security and acceptable technology use • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards	Adept

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Methods and tools** Ensuring methods and tools are adopted and used effectively throughout the organisation.	• Provides support on the use of existing methods and tools. • Configures methods and tools within a known context. • Creates and updates the documentation of methods and tools.	**Level 3 - METL**

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.

Capability group/sets	Capability name	Description	Level
Personal attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
Personal attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
Business enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate