Role Description
Senior Systems Administrator

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	262113
OSCA Code	271232
PCAT Code	1226468
Role Family/Function/Type	Digital, ICT & Technology / Infrastructure, Cloud & Operations / Systems Administration
Date of Approval	December 2019 (updated August 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Oversee system installations, evaluate new server hardware and software, and monitor and maintain the organisation's technology servers, cloud computing, and software to ensure continuity of service and managing lifecycle activities to provide reliable, accessible, and compliant services

Key accountabilities

- Perform system monitoring and analysis, performance tuning, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain system performance and security to meet user demand
- Reduce operational risk and improve availability of the server infrastructure by ensuring system access, monitoring, control, evaluation, recovery and documentation practices are planned, maintained and adhered to
- Develop, maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages
- Install or upgrade computer components and software, troubleshoot as required, provide routine automation and maintain security to support business needs
- Evaluate new system hardware and software solutions and monitor the market for emerging technology including cloud infrastructure, automation software, network services in cloud, to assess their relevance and potential impact upon the business, cost, performance and sustainability
- Collect and analyse operational data (especially incident and change records) to identify emerging trends and log problem records to assist with problem resolution and increased server availability
- Provide advice and technical support to support client business needs and requirements and to ensure optimal service delivery

Key challenges

- Managing the provision of proactive and reactive support, while ensuring strategic and tactical objectives are aligned
- Ensuring required controls are adhered to without compromising responsiveness and availability
- Building and maintaining effective working relationships with a diverse range of clients, stakeholders, and other system administrators within the organisation in an environment experiencing constant administrative and operational change

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise and receive instructions • Contribute to the development of sustainable technology solutions • Provide recommendations and inform through reporting any sensitive and emerging issues
Work team/ Direct reports (where applicable)	• Inspire, guide, support and motivate team, provide direction and manage performance • Review work proposals of team members • Provide technical specialty to contribute to achieving the team's business outcomes • Participate in meetings to obtain the group perspective and share information
Clients/customers	• Provide customer focused approach to service delivery • Resolve and provide customer focused solutions to issues • Provide consistent and quality technical and/or hardware services advice for business improvement and compliance with agency rules/standards

External

Who	Why
Customers / Stakeholders	• Resolve issues and provide customer focused solutions to problems • Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates • Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives • Establish sustainable positive relationships with customers and stakeholders
Industry professionals / consultants	• Maintain specialist knowledge and keep up with best practice • Participate in forums, groups, and working parties 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. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Various

Direct reports

This role may have direct reports

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

Relevant qualifications and/or experience

Essential requirements

- For roles where required under Legislation, appointment and ongoing assignment is subject to the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with relevant Legislation and related policies

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
	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately • Raise and work through challenging issues and seek alternatives • Respond professionally when under pressure and in challenging situations	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	Adept
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a workplace culture that values collaboration • Communicate with other teams to improve information sharing • Share lessons learned with other teams and business units • Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions • Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services • Consider diverse cultural perspectives to provide insights into collaborative work	Adept
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Consider the wider business context when thinking about options to resolve issues • Explore a range of possibilities and creative alternatives to improve systems, processes and business practices • Put systems and processes in place that are supported by high-quality research and analysis • Look for opportunities to design innovative solutions to meet customers' needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Promote using creative and accessible technology in your organisation • Actively manage risk to ensure compliance with cyber security and acceptable use of technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use • Keep up to date with new technology and technological trends to understand how using them can support business outcomes • Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes • Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards	Advanced
	**Manage and Develop People** Engage with and motivate staff, and develop their capability and potential	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the effects of bias when managing team members • Seek feedback about your management capabilities and develop strategies to improve on them • Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively • Monitor and report on team performance in line with established performance development frameworks • Develop positive relationships to ensure cultural safety and trust between team members	Adept

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**System software administration** Installing, managing and maintaining operating systems, data management, office automation and utility software across various infrastructure environments	• Ensures system software is provisioned and configured to support the achievement of service objectives. • Develops and maintains diagnostic tools and processes for troubleshooting and performance analysis. • Evaluates new system software and recommends adoption if appropriate. Plans the provisioning and testing of new versions of system software. • Ensures operational procedures and diagnostics for system software are current, accessible and well understood. Investigates and coordinates the resolution of potential and actual service problems.	SYSP – Level 5
SFIA	**Problem management** Managing the lifecycle of all problems that have occurred or could occur in delivering a service.	• Ensures appropriate action is taken to anticipate, investigate and resolve problems in systems and services. • Ensures problems are fully documented within the relevant reporting systems. • Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. • Analyses patterns and trends and improves problem management processes.	PBMG - Level 5

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal attributes	Manage Self	Be persistent, self-reflect and commit to learning	Adept
Personal attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate

Capability group/sets	Capability name	Description	Level
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support and champion change, and help others to engage with change	Intermediate

Occupation specific capability set

Capability group/sets	Capability name	Description	Level
SFIA	Change control	Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated	CHMG - Level 5
SFIA	Emerging technology monitoring	Identifying and assessing new and emerging technologies, products, services, methods and techniques	EMRG – Level 5
SFIA	Security operations	Manages and administers security measures, using tools and intelligence to protect assets, ensuring compliance and operational integrity	SCAD – Level 5