Role Description
Systems Administrator

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	263112
OSCA Code	271232
PCAT Code	1226368
Role Family/Function/Type	Digital, ICT & Technology / Infrastructure, Cloud & Operations / Systems Administration
Date of Approval	November 2023 (updated June 2026)
Agency Website	www.customerservice.nsw.gov.au

Primary purpose of the role

The Systems Administrator provides technical support for the day-to-day operations of the organisation's ICT systems, including cloud computing and systems software and automation software.

Key accountabilities

- Provide technical and business administration and leadership to customers on products, systems and configuration, complying with established policies and procedures
- Liaise with internal and external stakeholders to provide technical support in resolving service issues to ensure service delivery outcomes are achieved
- Monitor analyse and report on systems performance and functionality to contribute to systems quality and improvement
- Install or upgrade computer components and software, troubleshoot as required, provide routine automation and maintain security to meet business needs
- Contribute to building capability within the ICT technical stream, ensuring effective knowledge sharing and coaching to support optimal customer service
- Proactively identify business risks and opportunities to continually improve efficiency, effectiveness and informed decision making

Key challenges

- Meeting customer and stakeholder needs while balancing work priorities and competing service requests
- Adhering to required controls without compromising responsiveness and availability

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise and receive guidance and instructions • Provide recommendations and inform through reporting any sensitive and emerging issues
Work team	• Support team, work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to represent work group perspective and share information • Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/customers	• Provide strategic advice for business improvement, resolve issues and provide solutions to problems • Provide technological advice to improve day to day business performance • Provide technical and/or hardware support services • Ensure compliance with agency and sector rules and standards

External

Who	Why
Customers/Stakeholder	• Respond and resolve queries, provide information and/or resources or redirect to the appropriate person or business unit if required • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards • Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues
Industry professionals/ Consultants	• Seek/maintain specialist knowledge/advice and collaborate on the implementation of organisation strategies, to keep abreast of best practice • Collaborate with and seek/maintain specialist knowledge/advice • Participate in forums, groups to represent the agency and share information • Participate in discussions regarding innovation and best practice
Suppliers/Vendors	• Facilitate and raise support issues with third party software vendor

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 manager's 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

Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

- Experience with supporting enterprise records and content management software applications

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
 Personal attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent your organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	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
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate
	**Project Management** Understand and use effective ways to plan, coordinate and control projects	• Research and analyse data at a basic level to inform and support the achievement of project deliverables • Contribute to developing project documents and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor	Intermediate

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Problem Management** Managing the lifecycle of all problems that have occurred or could occur in delivering a service	• Initiates and monitors actions to investigate and resolve problems in systems, processes and services • Determines problem fixes and remedies • Collaborates with others to implement agreed remedies and preventative measures • Supports analysis of patterns and trends to improve problem management processes	Level 4 - PBMG
SFIA	**Security Operations** Manages and administers security measures, using tools and intelligence to protect assets, ensuring compliance and operational integrity	• Maintains and optimises operational security processes • Checks that all requests for support are dealt with according to established protocols, including for cloud-based and automated systems. Provides advice on implementing and managing physical, procedural and technical security encompassing both physical and digital assets • Investigates security breaches in accordance with established procedures using advanced tools and techniques and recommends necessary corrective actions • Enables effective implementation of recommended security measures and monitors their performance	Level 4 - SCAD
SFIA	**Change Control** Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated	• Assesses, analyses, develops, documents and implements changes based on requests for change • Ensures operational processes and procedures are in place for effective change control • Develops, configures and maintains tools to manage and report on the lifecycle of change requests • Identifies problems and issues and recommend corrective actions	Level 4- CHMG

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

Capability group/sets	Capability name	Description	Level
	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	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	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate