

Role Description

Release and Environment Engineer



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Systems Group
Position Description no	10521-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	263299
PCAT Code	1226192
Date of Approval	2024
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is responsible for coordinating the IT environment refreshes and release of multiple applications, updates, security improvements, infrastructure upgrades, projects and programs into non-production and production environment.

Key accountabilities

1. Maintain and synchronise code and technology configurations across TAFE NSW's development, testing and production environments.
2. Analyse and optimise the performance of release processes and environments to reduce deployment time, improve efficiency and enhance overall efficacy.
3. Plan and coordinate complex technical aspects of major projects to mitigate technical risks and conflicts and ensure the integrity of releases.
4. Provide specialised advice and recommendations to development teams, project managers and senior IT managers on release strategies, environment configurations and technical risk mitigation.
5. Communicate release plans with business and IT stakeholders to ensure scheduling alignment across dependent projects.
6. Maintain up to date procedures and other technical, operational and project information.
7. Stay up to date with current and emerging technologies and best practice to continuously improve release processes and technologies and drive innovation.
8. Ensure that release and environment management practices adhere to relevant TAFE NSW policies and standards.
9. Provide regular updates to stakeholders and conduct training sessions on release processes and technologies, to ensure all team members understand and can effectively participate in the release and environment management processes.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance development and review plans.

Key challenges

- Ensuring effective planning and communication to managing dependencies and risks across various teams and systems.
- Staying current with best practices and merging technologies and supporting the team to new methodologies.

Key relationships

Internal

Who	Why
Line manager	<ul style="list-style-type: none">• Receive guidance, leadership and support.• Provide updates, recommendations and advice on operational matters.
Information technology teams	<ul style="list-style-type: none">• Collaborate to deliver new releases.
Various cross-functional stakeholders	<ul style="list-style-type: none">• Communicate to ensure a transparent approach to release management.

External

Who	Why
Contractors, external suppliers and vendors	<ul style="list-style-type: none">• Engage to develop and deliver services.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Manager Release and Environment

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree in a relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated experience coordinating complex release processes in a large-scale enterprise.

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
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 <p>Relationships</p>	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
 <p>Relationships</p>	<p>Influence and Negotiate</p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
 - Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
 - Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
 - Ensure current work plans and activities support and are consistent with organisational change initiatives
 - Evaluate outcomes and adjust future plans accordingly
- Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
 - Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
 - Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
 - Seek contributions and ideas from people with diverse backgrounds and experience
 - Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
 - Identify and share business process improvements to enhance effectiveness
- Adept
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Technology

Understand and use available technologies to maximise efficiencies and effectiveness







- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies





Advanced

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
	Delivery and Operation, Service Transition	<p>RELEASE and DEPLOYMENT (RELM)</p> <ul style="list-style-type: none"> Assesses and analyses release components for input to release scheduling. Maintains and administers tools and methods for software delivery, deployment and configuration. Maintains release processes and procedures. 	Level 4 RELM