# DPE logoRole Description

# Senior Platform Administrator - Salesforce

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| **Role Description Fields** | **Details** |
| **Cluster** | **Planning, and Environment** |
| **Department/Agency** | **Department of Planning and Environment** |
| **Division/Branch/Unit** | **Corporate Services / Digital Information Office** |
| **Role number** | **TBA** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **262113** |
| **PCAT Code** | **1226392** |
| **Date of Approval** | **February 2023** |
| **Agency Website** | **www.dpie.nsw.gov.au** |

## Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resources and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organization that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

## Primary purpose of the role

The Senior Platform Administrator manages platform and hardware lifecycle management, including the SOE and application delivery platforms, managing the life cycle of problems occurred or could during the delivery of services.

## Key accountabilities

* Lead level 2 and 3 support for a large number of salesforce applications and associated user base.
* Take the lead for the resolution of technical risks and issues, provide product support, and problem resolution to minimise the impact of service outages.
* Drive the development of processes, guidelines and practices to enable high performance of ICT / Digital products, systems and/or network development that supports the product roadmap.
* Lead implementation activities to support the application “go-live” in the production environment.
* Provide advice and contribute to the implementation of Salesforce platform design and build best practices.
* Work collaboratively with clients, build meaningful relationships, providing specialist advice, information and support to ensure optimal solutions are delivered to the customers.
* Ensure technical standards are maintained and adhered to.

## Key challenges

* Identifying interdependencies and balancing competing demands to ensure both support and project objectives are achieved.
* Developing broad knowledge of platforms and the Department’s complex technology portfolio.
* Managing stakeholder and team outcomes within agreed timelines, given their varying expectations, viewpoints and interests

## Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise, receive guidance and instructions * Participate in meetings and discussions to share information and provide input and feedback * Identify sensitive issues, risk & opportunities and recommend potential solutions * Provide regular updates on key projects and priorities |
| Work Team | * Support team members and work collaboratively to contribute to achieving business outcomes * Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice * Represent work group perspective and share information * Review work and proposals of team members |
| Customers/Stakeholder | * Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues * Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates * Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution |
| Portfolio Directors and Leadership Team | * Provide expert customer focused advice, assistance and support |
| **External** |  |
| Customers/Stakeholder | * Respond and resolve queries, providing 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 |
| Other Government Agencies | * Participate in meetings and represent the organisation’s perspective * Provide and share information, discuss and seek input on matters or issues |
| Industry and Industry Leaders | * Develop and maintain effective working relationships * Collaborate with and share information * Advocate agency position |
| Vendors/Service Providers | * Develop and maintain effective working relationships * Monitor provision of service to ensure compliance with contracts and service arrangements |

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management to their manager.

This role is fully 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

Manager, Platform Solutions

### Direct reports

Nil

### Budget/Expenditure

Nil

## **Key knowledge and experience**

* Sound understanding of object orientated design
* Application development experience in Apex, Apex Classes, Apex Triggers and Communities
* Experience with any of the technologies: Aura, LWC and Custom Lightning Components
* Experience with any of the following tools:  Bitbucket, ANT, GearSet

## Essential requirements

* Certified Salesforce Administrator
* Certified Salesforce App Builder

**Cyber Security**

Cyber security forms an integral part of every employee’s role description and responsibilities. Individuals such as those with privileged access, application developers, risk owners, and system and application owners have additional responsibilities in securing the Department’s digital resources. As part of your role, you will be expected to undertake cyber security related activities to help contribute to the Department’s overall security posture.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | 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 |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | 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 |
| results | **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 |
| business-enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | Identify opportunities to use a broad range of technologies to collaborate  Monitor compliance with cyber security and the use of technology policies  Identify ways to maximise the value of available technology to achieve business strategies and outcomes  Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |

## Occupational Specific Focus Capabilities

| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- |
| ICT Capability set | Delivery and operation / Technology management / System software (SYSP) | * Monitors system software metrics and adjusts configurations for optimum availability and performance. * Reviews system software updates and identifies those that merit action. * Configures system software for required functionality and performance. * Investigates and resolves system software problems, requesting action from supplier if required. | Level 4 |
| ICT Capability set | Delivery and operation / Technology management / Systems installation and removal (HSIN) | * Undertakes or supervises complex installations and de-installations of systems or components, including handover to the client. * Develops procedures and standards for installation and handover to maintain and improve the installation service. * Schedules installation work around client priorities and resource availability. * Ensures adherence to established safety and quality procedures. | Level 4 |
| ICT Capability set | Development and implementation / Systems development / Systems integration and build (SINT) | * Provides technical expertise to enable the configuration of system components and equipment for systems testing. * Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured. * Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system. * Recommends and implements improvements to processes and tools. | Level 4 |
| ICT Capability set | Delivery and operation / Technology management / IT Infrastructure (ITOP) | * Provides technical expertise to enable the correct application of operational procedures. * Contributes to the planning and implementation of infrastructure maintenance and updates. Implements agreed infrastructure changes and maintenance routines. * Uses infrastructure management tools to determine load and performance statistics. Configures tools and/or creates scripts to automate the provisioning, testing and deployment of new and changed infrastructure. Maintains operational procedures and checks that they are executed following agreed standards. * Investigates and enables the resolution of operational issues. Provides reports and proposals for improvement, to specialists, users and managers. | Level 4 |

## 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 | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Adept |