Role Description

System Support Officer

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Strategic Capability/ Education and Training/ Training Capability
Classification/Grade/Band	Clerk Grade 5/6
Role Number	TBC
ANZSCO Code	531111
PCAT Code	1228392
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide technical support for Student and Learner Management Systems, related applications and training resources to support quality assurance and implementation of blended learning approaches and recognition to education and training.

Key accountabilities

- Support implementation of design solutions, system configuration and reporting solutions for both Student Management and Learner Management Systems and relevant associated applications to ensure compliance with both Organisational and Registered Training Organisation (RTO) Operations to meet both with 2015 Standards for RTOs including AVETMISS reporting.
- Support continuous improvement actions in SMS and LMS
- Support learner and Instructor system enquiries
- Maintain relevant skills and knowledge of adult learning design methodologies and learning technologies to ensure relevance and integration of learning technologies and systems
- Undertake research and analysis of issues including the assessment of quantitative and qualitative information, and relevant policy and regulatory frameworks to assist in the delivery of projects and programs
- Conduct research and analysis of both computerised and manual based records, to provide statistical and other data Coordinate administrative systems, databases and processes to ensure the provision of a high quality and responsive service to internal and external stakeholders
- Identify and develop improved administrative systems, implementing approved changes
- Provide support in the development, coordination and implementation of administrative (and other) projects and contribute to strategic business and operational plans
- Prepare regular and adhoc reports for management; gather and collate information for, and prepare documentation and reports on business unit performance, as well as make recommendations to improve efficiency, cost management and service delivery

Key challenges

- Must maintain an awareness of time and resource constraints to support the needs of multiple projects and priorities
- Develop and maintain relationships across the Directorate, and the broader FRNSW to support training needs
- Works with high degree of autonomy, balancing business demands and service delivery requirements to maintain consistent workflow where such demands fluctuate daily
- Balances the priorities of different projects negotiating deadlines to ensure key deliverables are met, on time and within budget

Key relationships

Who	Why
Internal	
Managers/Team Leaders within the Directorate	• To support design and systems that build, record and manage learning resources and training outcomes
Instructors	• To support access and utilisation of relevant systems and applications
Internal and External Clients	• Liaise with clients to support understanding of RTO systems
Other Directorates and Agencies	• Liaise with other Directorates and Agencies to provide feedback, and system reporting

Role dimensions

Decision making

- Make day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity
- Support methods for the ongoing development, implementation, and improvement of training programs

Reporting line: Compliance and Learning Systems Administrator

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated experience of supporting activities that integrate adult learning principles, Learning Technologies and systems that provide compliant delivery and assessment and training outcomes
2. Demonstrated experience using technology to support Student Management and Learner Management Systems that meet National Vocational and Educational Standards including AVETMISS requirements.

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 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 the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	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	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	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 the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate

Capability group/sets	Capability name	Behavioural Indicators	Level
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs •	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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.

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COMPLEMENTARY CAPABILITIES			
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	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

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