



# ROLE DESCRIPTION

## POSITION

Senior Service Delivery Officer

## CLASSIFICATION

AS04

## ORGANISATION

Office of the Commissioner for Public Sector Employment

## PROGRAM/TEAM

Workforce Systems

## ORGANISATIONAL OVERVIEW

The Office of the Commissioner for Public Sector Employment (OCPSE) makes a difference by enabling the public sector workforce to deliver great results and outcomes so that South Australia thrives.

As a central agency, we support more than 120,000 South Australians who work in the public sector by:

- Enhancing workforce performance and potential
- Providing stewardship to build an inclusive, safe, and ethical culture
- Advancing current and future leaders
- Shaping the future workforce, including its systems and data.

## PROGRAM/TEAM OVERVIEW

### Workforce Systems

Ensuring that OCPSE and the public sector agencies have access to the right data and the right information at the right time, the Workforce Systems team provides systems support and project implementation of complex business systems capabilities that enables agencies to employ, engage, develop and manage the state's largest workforce.

## ROLE OVERVIEW

The Senior Service Delivery Officer will play a key role in managing the experience of users of Human Resources (HR) systems deployed across government and managed by OCPSE.

The Senior Service Delivery Officer is responsible for the coordination and undertaking of activities relating to stakeholder engagement and collaboration, requirements elicitation, analysis, validation, and design definition. This work supports continuous improvement of those platforms and refinement of business practices associated with those processes.

The Senior Service Delivery Officer will ensure that new systems or changes to existing systems align to the business requirements and comply with various policy requirements, particularly in relation to directions and guidelines issues by the Premier and Commissioner for Public Sector Employment for HR policy and processes.

## KEY RELATIONSHIPS

- Reports to: Service Delivery Manager, Workforce Systems
- Direct Reports: None

# ROLE DESCRIPTION

- Key Stakeholder Relationships:
  - o Manager, Workforce Systems
  - o Workforce Systems team
  - o Workforce Business Intelligence team
  - o Healthy and Safe Workplaces team
  - o Human Resources, Injury Management and Work Health Safety agency managers, SMEs and functional experts
  - o ICT Vendors and ancillary service providers
  - o Project teams

## **RESULTS REQUIRED**

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The Senior Service Delivery Officer supports new projects or change releases for existing products by:

- Developing detailed business requirements, including documents such as data schemas and process workflows.
- Working closely and collaboratively with agency stakeholders to understand and interpret their business operations and required outcomes, and ensuring that the design and scope work accurately reflects the requirements of the customer.
- Working closely and collaboratively with OCPSE's vendors and technical team members to communicate customer requirements and help to guide the technical design of systems to ensure they meet agreed outputs and align to various other statutory and compliance requirements.
- Undertaking activities within the business that will help to ensure that solutions that are designed advance whole-of-government HR management capabilities, and support the delivery of timely, accurate, and consistent data to agencies to support service operations, analysis and reporting outcomes.
- Undertaking key tasks that result in robust and effective User Acceptance Test plans being designed and undertaken. This may include identifying key UAT criteria, regression testing, and coordination of end-to-end user testing with end-users, technical team members, and other key stakeholders.

The Service Delivery Coordinator will play a role in the management of day-to-day incident and issue resolution by:

- Supporting the Service Delivery Manager to manage open support tickets, meet the service level agreements associated with open tickets, and working with the vendor to communicate and resolve technical issues.
- Providing a professional Service Desk service and maintaining service levels associated with various systems and types of enquiries/activities, including the technical Service Management disciplines of:
  - o Incident Management

## ROLE DESCRIPTION

- o Problem Management
- o Service Request Management
- o Change Management.
- Undertaking day to day support services and administrative oversight for various OCPSE workforce systems, including:
  - o SIMS
  - o Gov SAfety
  - o I Work for SA Jobs Board
  - o myCareer
  - o Employment Registers
  - o Enterprise Data Warehouse
- Supporting and assisting the Service Delivery Manager in the management of customer service delivery, continuous improvement, and audit and compliance activities associated with business systems.
- Contributing to the development of robust governance mechanisms that support effective management of all risk, audit, and compliance activities and encompass all elements of the South Australian Cyber Security Framework (SACSF).
- Supporting vendors, developers, business and subject matter experts (SMEs) to translate business requirements and high-level designs into physical designs including producing detailed design documentation.
- Reviewing requirements and specifications, and defining test conditions, test cases and test scripts under direction from leads and SMEs, mapping back to pre-determined criteria, and recording and reporting outcomes.
- Coordinating user acceptance testing with various groups across government, including technical stakeholders, and collating and interpreting testing outcomes to support the successful delivery of systems.

### OCPSE CORE CAPABILITIES

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Our employees deliver work aligned to the OCPSE Strategic Plan, within the responsibilities of the role, and behave in accordance with the South Australian Public Sector Values, regardless of position and technical expertise, and:

- Adhere with the Code of Ethics for the South Australian Public Sector.
- Actively participate in OCPSE's performance management and development program.
- Actively collaborate and contribute to whole-of-office priorities and goals as required.
- Maintain a safe working environment by adopting appropriate work health and safety practices consistent with the role.
- Recognise there may be times when you are required to work outside normal working hours, or travel within or outside the state, to represent the office.
- Seek out flexible working options to support achieving a balance between work and personal responsibilities.
- Act in a manner consistent with the recognition of OCPSE as an Equal Opportunity employer.

### CAPABILITIES REQUIRED

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## Technical

- Understanding of, and ability to apply, principles and practices of Service Management (ITIL4 or higher accreditation highly desirable).
- Working knowledge and experience in use of IT Service Management systems (e.g. JIRA).
- Demonstrated knowledge and understanding of continuous improvement methodologies.
- Demonstrated knowledge of relevant government IT standards and policies, including South Australian Cyber Security Framework (SACSF).
- Demonstrated knowledge of incident and problem management, particularly as it relates to management of critical business systems, service level management, and management of data in an ICT system.
- Practical understanding of, and experience in the application of, modern project management methodologies such as PRINCE2, PMBOK, and Agile.
- Demonstrated technical writing experience including policies, procedures, flow charts, and project governance documents.
- Ability to present information so that it is clear, concise, and meaningful.

## Personal

The successful applicant will have a range of fundamental personal skills necessary for them to be an accomplished and adaptable Senior Service Delivery Officer.

- Demonstrated ability to work independently, under broad direction, and as part of a team, to manage and prioritise a range of tasks to ensure that deliverables are met on time and within defined costs/resources.
- Analytical thinking and problem-solving skills including creative thinking, decision making, learning, problem solving, system thinking, conceptual thinking, visual thinking. The ability to analyse problems and opportunities effectively, to deliver value, work with stakeholders, and assimilate various types of information (diagrams, feedback, user guides).
- Behavioural characteristics such as ethics, personal accountability, trustworthiness, organisation, time management, and adaptability to gain the trust and respect of the stakeholders by acting in an ethical manner, delivering work on time, in line with expectations and adapting to the changing needs of the business.

## Experience

- Experience in assisting with the compliance and maintenance of operational aspects of an enterprise-level system with a large cohort of users and a range of technical functionality.
- Experience administering or supporting enterprise/commercial products with complex workflows and integrations with other business systems.
- Experience in the investigation and assessment of technical system issues and preparing documentation to assist with recommendations for resolution.
- Experience analysing business processes, developing workflows for current and future state, and designing and documenting solutions.
- Experience working with HR practitioners and/or working in roles where an understanding of HR policies and/or processes was required will be highly regarded.

## Qualifications



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- Relevant tertiary qualifications in the areas of information systems and/or Business Analysis desirable.