

Role Description

Site Reliability Engineer

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Operations Group Executive / Information Technology Directorate / Infrastructure Services / Data Centre and Cloud Services
Role number	199246
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	261312
PCAT Code	1226392
Date of Approval	March 2025
Agency Website	Education.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Primary purpose of the role

The Site Reliability Engineer provides technical and subject matter expertise in the implementation of backup and storage systems across the Department including installation, integration and maintenance, performance tuning and problem management.

Key accountabilities

- Undertake installation, maintenance, integration and upgrade projects in collaboration with key stakeholders, vendor representatives and other Information Technology (IT) teams and experts to ensure effective testing and validation of solutions.
- Coordinate the deployment of fixes and changes to enable their integration into the production environment.

Collaborate with internal and external partners in the investigation and diagnosis of identified service issues to enable a coordinated response to the resolution of associated complex problems

- Capture and analyse performance metrics to support the implementation of corrective and tuning actions.

- Work with key stakeholders, vendor representatives, other IT teams and experts to ensure technological solutions meet business and user requirements.
- Draft and contribute to configurations, roadmaps, technical diagrams, standards and procedures to meet operational requirements.
- Review and assess technological resources to identify opportunities for enhancement and provide recommendations to the manager for associated improvement initiatives.
- Ensure accurate records are maintained, and that responses to correspondence are timely and consistent in compliance with Departmental regulatory requirements

Key challenges

- Building effective relationships, identifying stakeholder expectations, and collaborating to ensure seamless delivery of Information Communication Technology (ICT) infrastructure.
- Developing and maintaining knowledge and technical capability across diverse and dynamic hardware, software and technologies and where the complexity, size and scale of the operating environment continually challenges the technical capability boundaries of both internal and external suppliers.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none"> • Discuss business objectives, priorities, and current projects. • Provide regular updates and specialist advice to inform decision-making. • Identify emerging issues/risks and their implications, propose solutions and escalate issues. • Receive guidance, instruction and performance feedback.
Team member	<ul style="list-style-type: none"> • Work collaboratively to contribute to the achievement of team, unit and business outcomes and resolve technical and service delivery issues. • Mentor, inspire, guide, support and encourage team to work collaboratively to contribute to achieving team, business and department outcomes. • Share specialist advice and subject matter expertise. • Participate in discussions and decisions.
Senior management / senior executive	<ul style="list-style-type: none"> • Develop and maintain strong and effective working relationships to resolve technical issues and transition new services. • Act as a 3rd level escalation point for incident resolution. • Provide specialist advice, information and subject matter expertise. • Resolve sensitive and emerging issues.
Direcctorate staff / department staff / system users	<ul style="list-style-type: none"> • Liaise effectively to understand business and user requirements. • Develop and maintain key stakeholder relationships. • Provide specialist advice and subject matter expertise. • Resolve and escalate issues. • Manage expectations.

External

Who	Why
Contractors, external suppliers and vendors	<ul style="list-style-type: none"> • Liaise and share information to resolve and provide solutions to issues. • Obtain industry intelligence on technological developments. • Develop and maintain effective working relationships.

Role dimensions

Decision making

Acts independently in performing its core work functions and makes decisions in accordance with established policies, procedures and guidelines. Consults with the manager or senior executive on sensitive, high risk or business critical matters to agree on a suitable course of action.

Reporting line

Manager.

Direct reports

Nil.

Budget/Expenditure

Financial delegations in accordance with departmental policies.

Key knowledge and experience

- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Industry certification in relevant technologies or equivalent industry experience.
- Demonstrated understanding of and commitment to the value of public education.

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<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
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate



Think and Solve Problems

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

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



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
Strategy and Architecture - Advice and Guidance	Specialist Advice (TECH)	<ul style="list-style-type: none"> • Provides detailed and specific advice to support the organisation's planning and operations, typically related to the immediate area of responsibility. • Actively maintains recognised expert level knowledge in one or more identifiable specialisms. • Recognises and identifies the boundaries of their own specialist knowledge. • Where appropriate, collaborates with other specialists to ensure advice given is professionally sound and appropriate to the organisation's needs. 	Level 4
Delivery and Operation – Technology Management	Systems Installation and Removal (HSIN)	<ul style="list-style-type: none"> • 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. 	Level 4

- Ensures adherence to established safety and quality procedures.

Delivery and Operation – Service Management	Incident Management (USUP)	<ul style="list-style-type: none"> Monitors and manages incident queues to ensure incidents are handled according to procedures and service levels. Contributes to developing, testing and improving incident management procedures. Uses analytics tools to track trends. Ensures resolved incidents are properly documented and closed. Supports team members in the correct use of the incident process. 	Level 4
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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, Adept and willing to accept and commit to change	
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 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	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 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	Intermediate
 Business Enablers	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	Intermediate
Project Management	Understand and apply effective planning, coordination and control methods	Adept