

# Role Description

## Coordinator, Information Technology



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	NSW Institute of Sport
Division	Corporate Service
Classification/Grade	NSWIS Grade 2, Level 2
Location	Sydney, Olympic Park
OSCA Code	271232
PCAT Code	3226892
Date of Approval	4 May 2026
Agency Website	<a href="#">NSW Institute of Sport (NSWIS)</a>

### Agency overview

The NSW Institute of Sport [NSWIS] is a high-performance sporting organisation that supports Australian athletes to become world's best. We reach all regions of NSW with an Olympic and Paralympic training facility based at Sydney Olympic Park and high-performance hubs across NSW that provide world class daily training environments for our athletes and coaches. Our experts work in collaboration with partners within the national sporting system to create and deliver high performance support services and environments to prepare athletes and coaches for international competition.

NSWIS plays an integral part in Australia's High Performance 2032+ Sport Strategy and its vision that "We win well to inspire Australians". NSWIS is committed to building an inclusive and sustainable sporting system that is: performance driven, athlete focused, exceptionally led and purposefully collaborative.

### Primary purpose of the role

The Coordinator, Information Technology, delivers essential coordination and administrative services to support the effective operation of organisation-wide technology functions. The role assists in the management of service activities and provides high-quality information technology support to staff.

The position plays a key role in coordinating the implementation, administration and continuous improvement of technology systems that support the capture, storage and reporting of organisational data.

### Key accountabilities

- Deliver high-quality customer service across organization wide teams by accurately diagnosing technology issues, providing effective resolutions, and offering informed technical advice on hardware, software, and systems.
- Monitor, maintain, and report on system access, performance, user accounts, and permissions to ensure operational reliability, data integrity, and compliance with organisational requirements.

- Support the IT team to implement security standards, procedures, and technology controls to protect systems from unauthorised access and cyber threats, while adhering to relevant IT policies and standards.
- Assist in the provision of end-user training on system functions, deliver day-to-day support, and contribute to organisational capability through knowledge sharing, coaching, and continuous improvement.
- Assist in planning and delivering technology, collaborate with data and innovation teams to enhance data use and automation, and maintain contemporary knowledge of emerging technologies.
- Maintain current knowledge of changing IT standards in relation to emerging issues, risks and opportunities impacting cyber security.
- Assist in the coordination of procurement, installation, configuration and maintenance of technology infrastructure, including servers, networks, end-user devices and telephony.

## Key challenges

- Responding to regular and recurrent (and where required complex) IT support requests to ensure timely and appropriate interventions.
- Receiving requests from a broad range of clients and listening and responding effectively to their individual needs.
- Demonstrating high levels of customer service and understanding of site support processes to ensure that responsive support for the customer drives business operations.
- Supporting clients who may not be conversive with IT terminology to clearly identify and respond to requests.

## Key relationships

### Internal

Who	Why
Manager, IT	<ul style="list-style-type: none"> <li>• To ensure performance is aligned for success and support the development of NSWIS technology capabilities and services</li> <li>• To escalate service related issues</li> </ul>
Senior Coordinator, Cyber Security, Systems and Networks	<ul style="list-style-type: none"> <li>• Work collaboratively to support the delivery of IT services</li> </ul>
Data Science and Information Technology teams	<ul style="list-style-type: none"> <li>• To support the integrated and holistic service to the organisation regarding sport technology support</li> </ul>
NSWIS staff & managers	<ul style="list-style-type: none"> <li>• To work collaboratively to support utilisation of all technology platforms</li> </ul>

### External

Who	Why
NSWIS Sport Partners	<ul style="list-style-type: none"> <li>• Foster collaborative relationships that inform and support technology inclusive projects in</li> </ul>

## Role dimensions

### Decision making

Nil

## Reporting line

Manager, Information Technology

## Direct reports

Nil

## Budget/Expenditure

Nil

## Key knowledge and experience

- Understanding the integration of software programs.
- Demonstrated ability to communicate and report concise and relevant information.

## Essential requirements

- Proficient in Microsoft 365, MS exchange and Active Directory.
- Tertiary qualification in Information technology support or related field.
- Current Working with Children check

## 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.

Capability group/sets	Capability name	Behavioural indicators	Level
 <p><b>Personal Attributes</b></p>	<p><b>Manage Self</b> Be persistent, self-reflect and commit to learning</p>	<ul style="list-style-type: none"> <li>• Keep up to date with contemporary knowledge and practices</li> <li>• Seek and take advantage of opportunities to learn and apply new skills</li> <li>• Commit to achieving challenging goals</li> <li>• Seek and respond positively to constructive feedback and advice</li> <li>• Examine and reflect on your performance</li> </ul>	Adept


Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, pay attention to others and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation</li> <li>• Clearly explain complex ideas and arguments to individuals and groups</li> <li>• Create opportunities for others to contribute</li> <li>• Share information with other teams and business units to enable informed decision-making</li> <li>• Write clearly and concisely in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> <li>• Pay attention and encourage others to express their views</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements</li> <li>• Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience</li> <li>• Use customer data, feedback and insights to improve service delivery</li> <li>• Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in your area of expertise</li> <li>• Connect and collaborate with relevant customers from the community</li> </ul>	Adept
 <p>Results</p>	<p><b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships</li> <li>• Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience</li> <li>• Think creatively to come up with new ideas to resolve issues and improve customer experience</li> </ul>	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Seek input and ideas from people with different backgrounds and experiences</li> <li>Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> <li>Analyse data and information to identify insights and communicate findings in a clear and meaningful way</li> </ul>	
 <p><b>Business Enablers</b></p>	<p><b>Technology</b> Understand and use available technology to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>Identify opportunities to collaborate using a range of technologies</li> <li>Monitor compliance with policies for cyber security and acceptable technology use</li> <li>Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate</li> <li>Monitor compliance with your organisation's records, information and knowledge management requirements</li> <li>Check that outputs from systems and digital tools support objectives and meet expected standards</li> </ul>	Adept




## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify 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
 <p><b>Personal Attributes</b></p>	<p><b>Display Resilience and Courage</b></p>	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate

Capability group/sets	Capability name	Description	Level
 Personal Attributes	<b>Act with Integrity</b>	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	<b>Value Diversity and Inclusion</b>	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
 Relationships	<b>Work Collaboratively</b>	Collaborate with others and value their contribution	Intermediate
 Relationships	<b>Influence and Negotiate</b>	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	<b>Deliver Results</b>	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
 Results	<b>Plan and Prioritise</b>	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	<b>Demonstrate Accountability</b>	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational

Capability group/sets	Capability name	Description	Level
 <b>Business Enablers</b>	<b>Finance</b>	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 <b>Business Enablers</b>	<b>Procurement and Contract Management</b>	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
 <b>Business Enablers</b>	<b>Project Management</b>	Understand and use effective ways to plan, coordinate and control projects	Foundational