

Role Description

IT Technical Trainer



Department/Agency	Office of the Director of Public Prosecutions
Division/Branch/Unit	Corporate Services
Role number	51012259
Classification/Grade/Band	Prosecution Officer (Administrative) Level 4
Senior executive work level standards	Not Applicable
OSCA Code	313112
PCAT Code	313112
Date of Approval	24 April 2026
Agency Website	www.odpp.nsw.gov.au

Agency overview

The Office of the Director of Public Prosecutions (ODPP) provides an independent, efficient, fair and just prosecution service for the people of New South Wales. Its vision is to be a dynamic prosecution service recognised for its excellence and leadership. It acts in the public interest for NSW Parliament, the Judiciary, the Courts, Police, victims, witnesses, accused persons and other stakeholders in the criminal justice system and the community.

The Corporate Services division provides a wide range of management services to the organisation specialising in the key areas of finance, human resources, procurement, information technology, training and asset management. The Division strives for and is committed to excellent customer support to the ODPP and its key stakeholders.

Primary purpose of the role

The IT Technical Trainer is responsible for the development, implementation and facilitation of training delivery for ODPP IT resources. This role will identify gaps in ODPP staff knowledge and work with the service desk to maintain an appropriate knowledge base on IT processes and technology.

Key accountabilities

- Design, develop and facilitate the delivery of high-quality technical training programs and materials in a range of formats including guides, videos, e-learning modules and instructor-led delivery.
- Collaborate with relevant business stakeholders to identify the training needs and change management support required for new and evolving technologies.
- Work with product owners, project staff and relevant management teams to ensure training content is accurate and aligned to the business goals.
- Participate in application testing, as required, to aid in the development of relevant related training materials.
- Maintain and update knowledge bases and materials to reflect current technologies.
- Facilitate specialised training sessions, develop training artefacts and provide support to enable other people to conduct presentations.
- Assist in troubleshooting and problem-solving technical issues related to training topics.

Key challenges

- Understanding business processes and how technologies are utilised by different groups of staff to execute their job.
- Providing training artifacts in various formats to cater to different levels of IT literacy and learning styles.
- Engaging with and influencing staff and stakeholders to correctly use available technologies in the execution of their duties.

Key relationships

Internal

Who	Why
Manager	• Receive leadership, direction and advice • Discuss issues, priorities and support needs.
IM&T Team	• Support team and work collaboratively • Participate in meetings to obtain information and requirements
Business users, management and executives	• Provide information and advice • Produce documentation and deliver training

External

Who	Why
Justice Cluster agencies, other Government departments or external organisations	• Engage with and provide support with training materials to external agencies who are utilising our technologies.
Contractors/Auditors	• Work with Developers on to understand platform behaviour. • Provide feedback

Role dimensions

Decision making

The IT Technical Trainer will make decisions regarding:

- Technical training requirements associated with IT projects
- The correct format of training artifacts and training delivery

Reporting line

Service Desk Manager

Direct reports

N/A

Budget/Expenditure

N/A

Essential requirements

- Relevant qualification in Training & Development or equivalent experience.
- Experience in the use of software such as Camtasia, Articulate, Snagit and Synthesia.



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
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	- Keep up to date with contemporary knowledge and practices - Seek and take advantage of opportunities to learn and apply new skills - Commit to achieving challenging goals - Seek and respond positively to constructive feedback and advice - Examine and reflect on your performance	Adept
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	- Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation - Clearly explain complex ideas and arguments to individuals and groups - Create opportunities for others to contribute - Share information with other teams and business units to enable informed decision-making - Write clearly and concisely in a range of styles and formats - Use contemporary communication channels to share information, engage and interact with diverse audiences - Pay attention and encourage others to express their views	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	- Encourage a workplace culture that values collaboration - Communicate with other teams to improve information sharing - Share lessons learned with other teams and business units	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions - Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services - Consider diverse cultural perspectives to provide insights into collaborative work	
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Understand the team and business unit's goals and set work tasks that contribute to meeting them - Set and develop team goals and plans, and use feedback to inform planning - Respond proactively to changing circumstances and adjust your plans when necessary - Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals - Adapt and respond proactively when priorities and work environments change	Intermediate
 Business Enablers	Technology Understand and use available technology 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 - Use records, information and knowledge management systems effectively - Support system improvement initiatives and new technology when it is deployed - Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

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
 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	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 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	Intermediate
 Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate

Capability group/sets	Capability name	Description	Level
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate