

Role Description

Infrastructure Engineer, Infrastructure Services

Department/Agency	Office of the Director of Public Prosecutions
Division/Branch/Unit	IM&T
Classification/Grade/Band	Prosecution Officer (Admin) Level 4
Senior executive work level standards	Not Applicable
OSCA Code	313112
PCAT Code	1226092
Date of Approval	10 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 primary purpose of this position is to assist in the provision of IT services to ensure that all staff at the ODPP are provided with reliable and efficient computing equipment and systems that support Office operations.

Key accountabilities

- Provide Microsoft Intune administration, including comprehensive device management, compliance, and security configuration.
- Provide printer administration services, including vendor coordination for support, maintenance, and upgrades.
- Provide audio-visual (AV) technology administration, including vendor coordination for support, maintenance, and upgrades.
- Provide advice, support, and operational assistance for courtroom technologies.
- Monitor and maintain computer room facilities across all ODPP office locations to ensure operational reliability and environmental compliance.
- Develop, maintain, and continuously improve relevant technical standards, protocols, and operational procedures to ensure best practice.
- Deliver timely and effective resolution or escalation of user requests and incidents in accordance with agreed service levels, minimising disruption to business operations.
- Participate in the evaluation and testing of IT equipment, software products, and related services.

Key challenges

- Investigating complex problems and trying to resolve them in a given time frame to meet with the IM&T branches service standards.
- Effectively manage individual user expectations while coordinating with external vendors, particularly where competing priorities or service constraints may conflict with broader business objectives and agreed service levels.
- Assess the full operational impact of incidents on ODPP business activities to determine the most appropriate resolution approach and prioritisation of actions.

Key relationships

Internal

Who	Why
Line Manager	• Escalate issues with potential solutions, keep informed, advise and receive guidance and instructions
Business Executives, Crowns, Managers, Lawyers, Administrative staff	• Resolve technical issues, provide expert advice on IT related queries.
Work team	• Work collaboratively to contribute to achieving efficient IT solutions. Participate in team meetings to share information and obtain feedback

External

Who	Why
Police/Department of Justice/Legal Aid and other Government Agencies	• Provide technical support on a project basis and or advised by the line manager • Address/respond to queries where possible, or redirect relevant party for review and resolution
Contractors	• Collaborate with, provide advice and responses to ensure prompt resolution of issues

Role dimensions

Decision making

The Infrastructure Engineer makes independent decisions about:

- Method of resolution for problems allocated to this position.
- Allocation of priorities for problems allocated to this position.
- Liaising with respective vendors for escalation & technology upgrades.
- The escalation of individual problems and requests to the Manager Infrastructure Services.

Reporting line

Manager, ICT Infrastructure

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Demonstrated technical experience in; Windows Operating Systems mainly Windows 10 and above, Microsoft Intune Administration, AV administration and support and comprehensive printer administration systems.
- Demonstrated experience in the development and maintenance of PC Standard Operating Environment using third party tools Experience dealing with suppliers, vendors and contractors
- In depth knowledge of PC Operations and demonstrated technical experience with virus protection and multimedia applications. Good understanding and knowledge of Local Area Network, Wide Area Network Information Security Management System (ISMS) and ISO 27001. Tertiary Qualification in Computing or related discipline or equivalent experience.
- Hold Australian or NZ citizenship, Australian Permanent Residency (for ongoing roles) or a valid visa to work in Australia (for temporary roles).
- Undertake relevant pre-employment checks such as Criminal History 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
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	• Adapt your existing skills to new situations • Commit to achieving work goals • Be aware of your strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Persist when tasks are difficult	Intermediate
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		- Seek feedback about your communication style and adapt where necessary - Write in a way that is well structured and easy to follow - Clearly communicate routine technical information	
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	- Take responsibility for delivering high-quality customer-focused services - Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements - Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience - Use customer data, feedback and insights to improve service delivery - Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers - Maintain relationships with key customers in your area of expertise - Connect and collaborate with relevant customers from the community	Adept
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes - Ensure staff understand expected goals and acknowledge staff success in achieving these - Identify the resources people need and ensure goals are achieved within budget and on time - Use business data to evaluate outcomes and inform continuous improvement - Identify priorities that need to change and ensure the way resources are allocated meets new business needs - Ensure you budget for and clearly state the financial impacts of new priorities	Adept
 Business Enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	- Identify opportunities to collaborate using a range of technologies - Monitor compliance with policies for cyber security and acceptable technology use - Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate - Monitor compliance with your organisation's records, information and knowledge management requirements	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		Check that outputs from systems and digital tools support objectives and meet expected standards	

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	Foundational
 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	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

Capability group/sets	Capability name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 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	Foundational