Role Description
Digital Solutions Analyst

POWERHOUSE

Cluster	Creative Industries, Tourism, Hospitality & Sport
Department/Agency	Powerhouse Museum
Division/Branch/Unit	Technology
Role number	51014403 and 51014404
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	261311
PCAT Code	1319192
Date of Approval	12 March 2025
Agency Website	powerhouse.com.au

Agency overview

The Powerhouse Museum at the intersection of the arts, design, science and technology and plays a critical The Powerhouse Museum sits at the intersection of arts, design, science and technology and plays a critical role in engaging communities with contemporary ideas and issues. We are undertaking a landmark $1.2 billion infrastructure renewal program, spearheaded by the creation of the new museum, Powerhouse Parramatta; expanded research and public facilities at Powerhouse Castle Hill; the renewal of the iconic Powerhouse Ultimo; and the ongoing operation of Sydney Observatory.

The Powerhouse is the custodian of over half a million objects of national and international significance and is considered one of Australia's finest and most diverse collections. We are also undertaking an expansive digitisation project to provide new access levels to the Powerhouse Collection.

Primary purpose of the role

The Digital Solutions Analyst plays a key role in the design and implementation of digital experiences across Powerhouse's digital ecosystem, translating visitor, program, and business needs into functional specifications for solutions spanning web, mobile, and on-premise touchpoints while also contributing to the development and configuration of enterprise applications that integrate with the broader ecosystem. Working within multidisciplinary teams, this role evaluates digital products against usability standards, applies established methodologies to verify configurations, documents requirements, and validates that solutions meet quality, security, and accessibility requirements through systematic evaluation. In response to the Powerhouse renewal, the Digital Solutions Analyst assists in creating digital experiences that complement physical spaces, supports the integration of visitor-facing experiences with back-end systems, and contributes to the ongoing evolution of Powerhouse's digital platforms.

Key accountabilities

- Deliver functional specifications and designs that successfully translate diverse stakeholder needs into implementable digital solutions that enhance visitor engagement and meet business objectives
- Ensure digital products meet usability, accessibility, and security requirements through systematic evaluation, resulting in high-quality experiences that serve diverse audience needs

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- Create seamless integration between visitor-facing digital products and enterprise applications by designing effective software configurations and integration approaches
- Produce comprehensive documentation and specifications that enable development teams to efficiently implement digital solutions in alignment with Powerhouse's strategic direction
- Identify requirements conflicts and usability challenges through stakeholder facilitation and testing, leading to clear priorities and optimized digital experiences
- Support continuous product improvement through user testing, data analysis, and evaluation of emerging technologies, resulting in digital experiences that remain relevant and engaging
- Contribute to enterprise application quality through effective verification of software configurations and application of appropriate development methodologies
- Maintain design consistency across Powerhouse's digital ecosystem by ensuring new solutions align with established standards and platform capabilities

General Requirements

- Identify opportunities for process enhancements across the team's projects. Support initiatives to increase efficiency and improve working practices, output, quality and team performance.
- Adhere to all obligations, responsibilities, and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas under supervision are monitored for WHS risks and hazards and are reviewed regularly.

Key challenges

- Designing cohesive digital experiences that effectively integrate with physical museum spaces while meeting diverse visitor needs
- Creating specifications that balance innovation with usability, accessibility, and technical feasibility
- Translating complex curatorial content into digital requirements without compromising intellectual integrity
- Evaluating digital solutions against evolving visitor expectations and emerging technology standards
- Designing software configurations that effectively bridge front-end experiences with back-end enterprise systems
- Managing integration requirements between visitor-facing digital products and core business applications
- Balancing stakeholder requests with platform capabilities and technical constraints
- Navigating conflicting priorities across multiple digital initiatives while maintaining quality standards
- Keeping current with rapidly evolving digital experience methodologies and technology capabilities
- Evaluating the effectiveness of digital experiences in both physical and online museum contexts
- Documenting requirements in ways that are clear to both technical and non-technical stakeholders

Key relationships

Internal

Who	Why
Head of Digital Platforms and Solutions	• Receive direction on digital product priorities and requirements approach • Provide regular updates on requirements definition activities • Escalate issues and seek guidance on complex requirements • Report on user experience evaluation findings
Solutions Support Lead	• Work collaboratively to implement systems development methods • Seek advice on requirements management approach • Coordinate on cross-functional requirements and dependencies • Support continuous improvement initiatives
Digital Product and Design Teams	• Apply user experience evaluation techniques to assess designs • Document requirements for implementation • Participate in product backlog refinement and prioritisation • Provide user testing results and recommendations
Curatorial and Content Teams	• Gather and document content requirements • Facilitate requirements workshops • Verify content representation meets stakeholder expectations • Document acceptance criteria for content implementation
Program and Exhibition Teams	• Translate program needs into digital requirements • Document integration points between physical and digital experiences • Validate that digital solutions support exhibition objectives

External

Who	Why
Vendors/Service Providers	• Document requirements for external implementation • Participate in acceptance testing of delivered solutions • Verify vendor deliverables meet requirements specifications

Role dimensions

Decision making

- Contributes to prioritisation of digital product backlog items
- Recommends emerging technologies and approaches for consideration
- Refers to Head of Digital Platforms and Solutions for decisions that have significant budget implications, impact multiple teams, or represent substantial changes in direction

Reporting line

Head of Digital Platforms and Solutions

Direct reports

Nil

Budget/Expenditure

This role does not have a financial delegation

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Key knowledge and experience

- Experience in digital product development, user experience evaluation, or requirements definition in cultural, creative, or experience-driven contexts
- Demonstrated ability to assess user experiences and document clear recommendations for improvement
- Strong knowledge of user-centred design principles and digital product development methodologies
- Experience in software configuration for enterprise applications and understanding of integration requirements
- Practical knowledge of systems development approaches and application lifecycle management
- Ability to design and document functional requirements that bridge user needs with technical implementation
- Knowledge of accessibility standards and experience validating compliance in digital products
- Familiarity with web and mobile technologies, content management systems, and digital experience platforms
- Excellent facilitation skills with the ability to gather requirements from diverse stakeholders
- Experience in testing digital solutions and interpreting results to inform product development
- Understanding of how enterprise systems integrate with visitor-facing digital experiences
- Ability to communicate effectively with both technical and non-technical stakeholders

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	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation	Advanced

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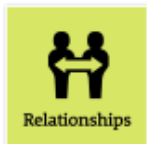
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively	Advanced
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	Advanced
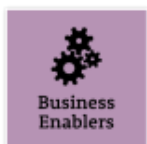
Occupational Specific Focus Capabilities

| Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	User experience design HCEV	• Selects appropriate tools, methods and design patterns to design user interactions with and experiences of a product, system or service. • Translates concepts into outputs and prototypes for user feedback and evaluation. • Evaluates alternative design options and recommends designs taking into account performance, security, usability and accessibility requirements. • Considers and integrates appropriate visual design and branding elements in user experience designs.	Level 4
SFIA	Product management PROD	• Manages one or more lower-value products or services. • Prioritises product requirements and develops product roadmaps. Owns the product backlog. Manages elements of the product lifecycle to meet customer/user needs and achieve financial or other targets. • Uses insights from market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities. • Facilitates uptake of products by developing content, supporting and evaluating campaigns and monitoring product performance. Rolls out product trials and product launches.	Level 4
SFIA	Systems and software lifecycle engineering SLEN	• Elicits requirements for systems and software lifecycle working practices and automation. • Prepares design options for the working environment of methods, procedures, techniques, tools and people. • Selects systems and software lifecycle working practices for software components and micro-services. • Deploys automation to achieve well-engineered and secure outcomes.	Level 4

SFIA	Systems development management DLMG	• Contributes to the planning and management of systems development work. • Adopts and applies appropriate systems development methods, tools and techniques in line with agreed standards. • Engages with stakeholders to ensure systems development deliverables meet requirements and quality expectations. Manages risks and issues related to systems development activities, escalating as needed. • Contributes to the continuous improvement of systems development processes and practices.	Level 4
SFIA	Software configuration PORT	• Designs, verifies, documents, amends and refactors complex software configurations for deployment. • Contributes to the selection of the software configuration methods, tools and techniques. • Applies agreed standards and tools, to achieve well-engineered outcomes. • Participates in reviews of own work and leads reviews of colleagues' work.	Level 4
SFIA	Requirements definition and management REQM	• Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity. • Contributes to selecting the requirements approach. • Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements. • Establishes requirements baselines or backlogs, obtains appropriate agreement to requirements and ensures traceability to source.	Level 4

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, and willing to accept and commit to change	Advanced
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Advanced
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Advanced
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Advanced
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Adept