

Senior IT Support Officer

STATEMENT OF DUTIES		August 2021
Number	Generic	
Portfolio	Business Operations and Support Services	
Branch	Information and Technology Services	
Section	IT Support and Customer Engagement	
Sub-Section/Unit/School	As specified	
Supervisor	As specified	
Award/Agreement	Tasmanian State Service Award	
Classification	General Stream Band 5	
Employment Conditions	<p>Permanent or fixed-term, part-time or full time, number of hours per fortnight, 40/52 weeks per year including 4 weeks annual leave.</p> <p>May involve intrastate travel and occasionally, interstate travel. Staff employed in this position may be required to be available to work outside normal hours to meet specific needs or deadlines.</p>	
Location	As specified	

Context

IT Support Services team has focus areas of IT support, IT asset management, technical leadership and IT project assistance. The occupant is expected to undertake high level tasks associated with IT Support and asset management including complex issue resolution, escalation management, supervision and mentoring, data quality, reporting and analysis.

Primary Purpose

Undertake customer focused information technology support services in one or more of the following areas:

- Technical support of IT infrastructure including desktop PC equipment and associated information technology peripherals, networking equipment, servers and cloud services.
- Technical support of business applications software and development projects.
- Client support including assisting clients in skill development and identifying learning paths to build capability in use of information technology toolsets including Microsoft software, line of business and learning applications. Provision of support, supervision, training, and leadership for other IT support staff.

Level of Responsibility/Direction and Supervision

Responsible to the Manager for the effective and timely delivery of technical support, and successful co-ordination and conclusion of services or projects on time and within resources allocated.

Responsible for unsupervised critical decision making and providing technical guidance to other staff. General direction and limited supervision provided by the assigned supervisor with professional and technical guidance provided for more complex undertakings. The occupant will be required to work unsupervised from time to time. Expected to be able to use initiative and exercise discretion in resolving non-standard issues.

The Department has a range of delegations in operational areas including Finance, Human Resources and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with any specified limitations.

Primary Duties

1. Undertake high level tasks associated with business applications software including support and development, and assistance with IT projects ensuring they are completed in an efficient and timely manner.
2. and / or
3. Undertake high level tasks associated with computer systems technical support, including installation and maintenance of desktop PC equipment and associated information technology peripherals, networking equipment, servers, cloud services and data backups.
4. Undertake general IT support tasks, including providing quality hardware and software support, fault diagnosis and problem resolution and providing operational advice including assisting clients in skill development by training and identifying learning paths in the effective use of information technology hardware, software and cloud hosted services. This may involve Page 3 | 1 to 1 or larger group (up to 20 staff) assistance where appropriate support materials are available.
5. Maintain an awareness and promotion of the agencies cybersecurity policies and practices.
6. Contribute to the development of relevant documentation and implementation of appropriate standards and procedures by Information and Technology Services (ITS) in servicing clients.
7. Provide advice on technical ICT issues and contribute to ICT developments within the education sector.
8. Undertake high level investigations and tasks associated with hardware and / or software development, installation, maintenance and support.
9. Contribute to the supervision and skills development of ICT support staff and supervise contractor and vendor work and performance.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Selection Criteria

Employment in the State Service is governed by the *State Service Act 2000* and employment decisions must be based on merit. A decision relating to appointment or promotion is based on merit if:

- an assessment is made of the relative suitability of the candidates for the duties; and
- the assessment is based on the relationship between the candidates' work-related qualities and the work-related qualities genuinely required for the performance of the duties; and
- the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties; and
- the assessment is the primary consideration in making the decision.

Work-related qualities might include; skills and abilities; qualifications, training and competencies; standard of work performance; capacity to produce required outcomes; relevant personal qualities; and demonstrated potential for future development.

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Proven ability in software development, installation, maintenance and support including systems analysis, design, programming, testing and documenting, in technologies relevant to the Department. and / or Proven ability in computer systems technical support including desktop PC equipment and associated information technology peripherals, networking equipment, servers and cloud services in technologies relevant to the Department;
2. Proven conceptual, analytical and problem solving skills including the ability to identify relevant issues, develop solutions and set priorities
3. Strong written and verbal communication, liaison, interpersonal, presentation and training skills for effective communication at all levels, including the ability to prepare user-friendly documents and manuals that ensure attention to detail including appropriate compliance with ICT operating and technical standards.
4. Proven ability to work constructively both as an individual and as a leader of a multi skilled team with a strong emphasis on providing appropriate advice and solutions in an environment subject to competing priorities and changeability.
5. Demonstrated commitment to a continuous learning and improvement by investing and undertake learning opportunities to extend personal skills and experience and by supporting the Department's values based culture.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times by the occupant who is assigned these duties. The status of these essential requirements may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Department if their circumstances change. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

Essential

- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*. This registration must remain current and valid at all times whilst employed in this role and the status of this may be checked at any time during employment.
 - Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

Desirable

- Appropriate post-secondary qualification and / or industry experience relevant to the role.
- At least two years' experience in the delivery of ICT support and infrastructure services.
- A current driver's licence.

Working within the Department for Education, Children and Young People

The Department is responsible for the following areas within Tasmania

- Tasmanian Government Schools
- Child Safety
- Youth Justice
- Out of Home Care
- Libraries Tasmania
- Child and Family Learning Centres.

This is a department built entirely for children and young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

We work collaboratively across disciplines to combine knowledge, experience and ways of working to benefit children and young people.

However, we are a new Department – established in October 2022 – and we are still working together to build our Strategy and our culture and values. This work will be continuing into 2023, and we want all staff to be involved in this.

Values, Behaviours and Workplace Diversity

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures.** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

State Service Principles and Code of Conduct

Employment in the State Service is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Work Health and Safety

The Department is committed to high standards of performance in respect of work health and safety. All employees are expected to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

In accordance with the *Work Health and Safety Act 2012*, all employees whilst at work are expected to participate in maintaining safe working conditions and practices and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of others. All employees are expected to comply with any reasonable instruction given by the Agency to ensure compliance with the Act and collaborate with Agency work health and safety policies, procedures and guidelines.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Information & Records Management and Confidentiality

All employees are responsible and accountable to:

- Create records according to the business needs and business processes of their business unit or school that adequately document the business activities in which they take part.
- Register documents in an approved Business Information Management System.
- Access information for legitimate work purposes only.

All employees must not:

- Destroy delete or alter records without proper authority; or
- Remove information, documents or records from the Department without permission.

Delegations

This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant manager can provide details to the occupant of delegations applicable to this position.

The Department has a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of the Fraud and Corruption Control Policy and reporting procedures.

Fraud Management

The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the Agency's Fraud and Corruption Control Policy and Procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager or to the Manager Internal Audit.

We are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

Category/funding/restrictions: Permanent or Fixed Term. Cost code: Specified for the School/College or Business Unit.

HR Office use only:

APPROVED BY HRM DELEGATE: 973874 – Assistant Director Workforce and Personnel Services – August 2021

Request: 501318, 7008393

Date Duties and Selection Criteria Last Reviewed: 08/21 VRH
