

IT Consultant

STATEMENT OF DUTIES

JULY 2022

Number	Generic
Portfolio	Business Operations and Support
Branch	Information and Technology Services
Section/Unit/School	As specified
Supervisor	Specified Manager
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 6
Employment Conditions	<p>Permanent/Fixed-term, Full-time 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.</p> <p>May involve intrastate travel and occasionally, interstate travel.</p> <p>Staff employed in this position may be required to be available to work outside normal hours to meet specific needs or deadlines.</p>
Location	Region – as specified

Context

The role sits within Business Applications Support Services team, the focus areas are of business software support and IT project consultancy or management. The occupant is expected to undertake high level tasks associated with business applications software including technical consultancy, enterprise application design advice and helpdesk leadership.

Primary Purpose

Undertake consultancies in information technology in one or more of the following areas:

- Technical support of ICT 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 liaison and support
- Cybersecurity services including security risk assessments and investigations
- Provision of supervision, mentoring, training, and leadership for other IT support staff
- 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.
- Consultancy and planning.

Level of Responsibility/Direction and Supervision

Responsible to the Manager for the successful coordination and conclusion of activities or projects on time and within resources allocated. Responsible for small teams formed within the Section from time to time. Advice provided is often of a critical nature.

The occupant has a significant level of autonomy in decision making, with limited supervision from the Supervisor. Professional and technical guidance will be provided for more complex undertakings and the occupant may receive supervision and leadership from other senior ITS staff for specific projects work.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) 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 a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

Primary Duties

1. Undertake or project-manage consultancies associated with software development, installation, maintenance, and support of business applications.

2. Undertake high level investigations related to information technology hardware and software including providing expert technical advice and support to senior Information and Technology Services staff.
3. Act as an escalation point for general help centre tasks, including providing quality hardware and software support, fault diagnosis and problem resolution and providing operational advice to clients in the effective use of information technology hardware, business applications and general software and services.
4. Actively promote the agencies cybersecurity policies and practices.
5. Provide management, leadership, training, and professional learning to branch staff and assist clients in skill development by delivering training and/or presentations, identifying learning paths in the effective use of information technology hardware, software and cloud hosted services. This may involve 1 to 1 or larger group (up to 30 staff) assistance where appropriate support materials are available.
6. Development of relevant documentation and implementation of appropriate standards and procedures by ICT staff in servicing clients.
7. 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.
8. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

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 high level ability in software development, installation, maintenance, and support including systems analysis, design, programming, testing, and documenting, in technologies relevant to the Department.
2. Proven strategic, conceptual, analytical, and creative skills including the ability to identify relevant issues, develop solutions and set priorities.
3. Proven experience in ICT consultancy including an understanding of contemporary ICT concepts and the ability to exercise sound judgement.
4. 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 IT operating and technical standards.
5. An ability to lead a team of computer professionals with demonstrated interpersonal, work management and scheduling skills.
6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment).

Desirable

- Appropriate post-secondary qualification and/or industry experience relevant to the position.
- At least three years' experience in the delivery of IT support and infrastructure services.
- A current drivers licence.

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

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.

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

Employment within the Department 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](#)

Commitment to Children and Young People

This is a Department built entirely for children, 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.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: 973874 – Assistant Director Workforce and Personnel Services
– July 2022
Request: Date Duties and Selection Criteria Last Reviewed: 07/22 VRH
