

# IT Support Officer

## STATEMENT OF DUTIES

MARCH 2021

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	ICT 1 (Technician) (General Stream Band 2 to 4)
Employment Conditions	Permanent or fixed term, full time, 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave. May involve intrastate travel and occasionally, interstate travel. May be required to be available to work outside normal hours to meet specific needs or deadlines.
Location	Region - as specified

## Context

The context of the position may vary depending in which team the role falls into. Below are broad descriptions of the teams within ITS and their focus in the delivery of services to the agency.

**Business Applications Support Services team** has focus areas of business software support and IT project assistance. The occupant is expected to undertake tasks associated with business applications software including issue troubleshooting, request fulfilment, reporting and process improvement.

**IT Support Services team** has focus areas of IT support and project assistance. The occupant is expected to undertake tasks associated with IT Support including issue troubleshooting, supervision and mentoring, request fulfilment, reporting, IT asset management and process improvement.

**Infrastructure team** has focus areas of cloud platforms, server hardware, server operating systems, data platforms, management platforms and IT project assistance. The occupant is expected to undertake tasks associated with infrastructure including issue troubleshooting, request fulfilment, reporting and process improvement.

**Networks team** has focus areas of networking hardware, operating systems, management platforms and IT hardware project assistance. The occupant is expected to undertake tasks associated with networking including issue troubleshooting, request fulfilment, reporting and process improvement.

## Primary Purpose

To undertake customer focused information and 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; and
- Provision of support, supervision and training for other IT support staff

As a member of the Information Technology and Services (ITS) Branch, you will provide service desk support for the Department's ICT Enterprise Operating Environment that meets the Department's business requirements together with working as part of the ITS Team undertaking day to day tasks to support the Department's staff with a range of Information Technology systems.

## Level of Responsibility/Direction and Supervision

Responsible to the Manager / Team Leader for the effective and timely resolution of technical support and successful coordination and conclusion of activities or projects on time and within resources allocated for the IT infrastructure or business application software within their locations.

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 occupant is expected to use initiative, exercise discretion with appropriate levels of confidentiality and operate with a reasonable degree of independent judgment on non-standard issues.

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

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For the first primary duty it is not expected that you are able to perform all duties listed but have ability in the area of the context of the position.

1. Undertake 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,  
**and** / **or**  
Undertake 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. Undertake technical support tasks, including providing quality hardware and software support, including fault diagnosis and problem resolution and providing operational advice including assisting clients in skill development identifying learning paths to build capability and capacity in the effective use of information technology hardware, software (including business and learning applications) and cloud hosted services.
3. Maintain registers of IT infrastructure including hardware, software and network diagrams.
4. Maintain an awareness and promotion of the agencies cybersecurity policies and practices.
5. Identify opportunities to contribute to the development of relevant documentation and implementation of appropriate ICT standards and procedures by ITS to support servicing clients.
6. Actively foster productive partnerships with colleagues, clients and stakeholders to achieve positive results, including the provision of input to team initiatives involving client education.

7. Assist with the supervision and skills development of IT trainees and fellow ICT support staff and supervise contractor and vendor work as required.
8. Assist in the delivery of technology projects, and the preparation of documentation and advice for various audiences.
9. 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.
10. 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.

### **Classification Band Advanced Assessment Point**

The classification of this position under the Tasmanian State Service Award and provides the opportunity for its current occupant to advance from Band 2 to Band 4 and from Range 1 to Range 2 within the Band 4 through an advanced assessment point.

Performance requirements at the upper end of the band 4 is expected to be more challenging and assessment criteria is expected to be more rigorous than those that apply to normal salary progression.

Initially, the occupant is responsible for:

- The satisfactory completion of tasks that is significant for the operational effectiveness of the local site IT service delivery.
- Ensuring work methods and processes meet required standards with some independence and to modify or adapt existing approaches for more effective service delivery for the end client and/or stakeholder.
- Assist clients in skill development and to identify learning paths to build capability and capacity in the effective use of information technology hardware, software (including business and learning applications). This may involve 1 to 1 assistance where appropriate support materials are available.
- Providing routine advice, support and assistance to colleagues.

### **Progression to Band 3 the occupant is responsible for:**

- Maintaining practices, methods and standards and their modification as appropriate to provide satisfactory solutions for complex operational issues.
- Maintaining quality control of outcomes.
- Advise and assist clients in skill development in identifying learning paths to build capability and capacity in the effective use of information technology hardware and software (including business and learning applications). This may involve 1 to 1 or small group (3 to 4 staff) assistance where appropriate support materials are available.
- Assisting a supervisor to ensure less qualified or experienced staff receive appropriate instruction, guidance and performance feedback.

### **Progression to Band 4 the occupant is expected to be responsible for:**

- Operating across a number of computing platforms, business and learning systems and server management.
- Conversing with senior technical specialists regarding area of responsibility.
- Lead clients in skill development and in identifying learning paths to build capacity in the effective use of information technology hardware, software (including business and learning applications). This may involve 1 to 1 or larger group (up to 10 staff) assistance where appropriate support materials are available. and
- Operating on a technician-to-technician and technician-to-client basis as required.

**Progression through Band 4 is subject to meeting Advanced Assessment Point 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.

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1. 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 in a Service Desk environment.  
**and** / **or**  
Ability in business application installation, configuration, maintenance and support especially in technologies relevant to the Department in a Service Desk environment.
  2. Conceptual, analytical and problem-solving skills including the ability to identify relevant issues and priorities, make independent decisions and to use initiative when required.
  3. Good interpersonal skills including oral and written communication skills, the ability to provide advice on technical issues and deliver skills development in software toolsets with a diverse range of clients.
  4. Ability to work constructively under limited supervision with good time management and organisational skills both as an individual and as a member of a multi skilled / multi-site team with an emphasis on providing appropriate advice and solutions in an environment subject to competing priorities and change.
  5. Contribute and support the Department's values-based culture of high performance and teamwork within business units and the wider ITS by adopting a collaborative, consultative and cooperative approach, including actively fostering productive partnerships with colleagues, clients and stakeholders to achieve positive results.
  6. Demonstrated commitment to a continuous learning and improvement culture where team input, innovation and professional learning opportunities are valued and invested in with the capacity to proactively identify and undertake learning opportunities to extend personal skills and experience.

7. 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.

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### 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 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



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.

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**APPROVED BY PSS DELEGATE:** 973874 – Deputy Director Strategic Recruitment and Payroll  
Operations – March 2021  
Request: 7008645  
Date Duties and Selection Criteria Last Reviewed: 03/21 VRH

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