

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	IT Officer (Service Centre)
Position Number:	Generic
Classification:	Information & Communication Technology Level I
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Health ICT – IT Service Centre
Position Type:	Permanent, Full Time
Location:	South, North, North West
Reports to:	Manager - IT Service Centre
Effective Date:	March 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	A tertiary or recognised vocational qualification in a relevant discipline Relevant IT industry experience and certification Current Driver's Licence
Position Features:	Some regular out of hours work or on-call may be required to meet specific needs or deadlines Some interstate and intrastate travel may be required

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

As a member of the IT Client Services section, the IT Officer (Service Centre):

- Provides first point of contact support and resolution up to second level support to clients for IT Client Services including:
 - PC hardware and software installation
 - Incident resolution
 - Call logging
 - Follow-up to completion
 - Client satisfaction
- Escalates issues through local IT Support teams as required.

Duties:

1. Provide first and some second level support for the Department of Health (DoH) hardware, software and systems including the logging of calls, incident resolution and when required escalation.
2. Provide administration and support services for IT systems and associated applications and hardware.
3. Undertake network support tasks and troubleshooting of LAN and WAN environments.
4. Provide technical advice to clients, vendors, and IT Client Services staff.
5. Contribute to the development and maintenance of IT support processes, procedures and policies including associated documentation.
6. As required, provide project support to senior staff including research and analysis of information and liaison with relevant Agency staff and vendors.
7. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.
8. 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.

Key Accountabilities and Responsibilities:

Under the direction of the Manager, who is responsible for determining directions and work priorities for day to day duties, the IT Officer (Service Centre) will:

- Exercise initiative and discretion and applies independent judgment, receiving gradually less routine supervision as skills and experience are acquired.
- Provide the first point of contact to IT Client Services' clients regarding call logging, software deployments, hardware rollouts and support and system administration for DoH hardware, systems, applications, and networks.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Demonstrated understanding of information technology client support issues, including knowledge and experience in the provision of technical support to users of computers and software applications.
2. Ability to provide technical support in the operation of networks and basic server administration.
3. Demonstrated conceptual, analytical, and creative skills including the ability to identify relevant solutions and provide support and advice to clients.
4. Proven interpersonal skills including oral and written communications skills, the ability to interact with a diverse range of clients and work effectively in a small team of IT professionals.
5. Knowledge and understanding of contemporary IT service delivery and management models including relevant techniques and tools together with an ability to follow procedures and complete tasks accurately within set deadlines.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).