

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Technical Consultant
Position Number:	Generic
Classification:	Information & Communication Technology Level 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Health ICT
Position Type:	Fixed Term/ Full Time
Location:	South, North, North West
Reports to:	Relevant Manager
Effective Date:	June 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Appropriate tertiary qualifications in ICT or related discipline. Appropriate technical certification in relevant specialist discipline. Current Driver's Licence.
Position Features:	From time to time, the role may require: <ul style="list-style-type: none">• Some duties to be performed outside of normal working hours.• Intrastate travel• Travel between sites.

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:

- The role is a senior technical practitioner delivering technical advice, solutions, consultancy services, program/project activities. It conducts effective stakeholder engagement to achieve feasible and sustainable outcomes to complex business issues and enhance business strategy. Assigned activities may relate to the operational management of diverse systems, applications, processes, and products and/or service deliverables and could include one or more of the following activities: commissioning; installations; upgrades; maintenance; design, development, and testing; integration; evaluation and reporting.

- The role adheres to agreed service standards and standard operating procedures and as necessary undertakes research and analysis to inform high level decision making. In some business groups the role may have responsibility for coordinating and supervising a small team of ICT Technicians and Advisors. In other contexts, the role may operate as a team member applying expert knowledge in one or more of the following areas: technical analysis and systems management; business improvement; IT service and account management; system administration; investigations; business as usual (BAU) including service continuity, desktop, devices, servers, and communications.
- While the scope of work is defined by the operational priorities of the assigned business unit, the role works collaboratively within and across teams and a broad range of stakeholders to meet agreed briefs and branch service standards.

Duties:

1. Deliver innovative, cost effective and sustainable technology solutions and strategies within the assigned business unit to meet customer requirements and improve the customer experience. This includes providing specialised technical advice, high level research and analysis, guidance and coaching of others who directly support the development, administration, maintenance and monitoring of technology devices, infrastructure, information systems and applications.
2. Provide quality assurance, performance reporting, and evaluation of service delivery to devise solutions for improvement and action the same. Take the lead in liaising with vendors and service providers regarding system enhancement and resolution of issues. Ensure delivery is in line within service level agreements, standards, and technical requirements.
3. Work closely with the team lead, project manager and relevant stakeholders to determine priorities for projects, support activities and change initiatives. Manage the delivery of technical projects or project components, undertaking research, modelling and risk assessments as required. Contribute to developing project documentation, including the preparation of business cases and procurement documents.
4. Source, verify and provide specialised technical advice to management, customers, and stakeholders. Present evidence-based recommendations to aid decision making. Provide advice on the application of policy to systems and processes. Provide reports and updates to unit management and advise on potential or emerging technical and business issues. The role may be required to represent the branch at business forums or meetings.
5. Be proactive in supporting and building a culture of high performance and teamwork by modelling a collaborative, consultative and cooperative approach. This encompasses:
 - Working within agreed objectives and performance expectations.
 - Engaging with others to build respect, resilience, and proactive conflict resolution.
 - Sharing information and mentoring others to build capability across teams.
 - Identifying and escalating matters of risk, probity and/or compliance with legislation and/or policy.
6. Collaborate with colleagues from within and outside the team to ensure an integrated and unified approach to service delivery and decision making. Facilitate and promote cooperation between business units. Establish and build productive partnerships with colleagues, customers, and stakeholders to identify and negotiate technical requirements while effectively managing expectations.
7. Support the Department's values by exhibiting and encouraging positive and respectful workplace behaviours, embracing diversity, integrity, and accountability for actions taken within the team, and by supporting others during times of change.

8. Demonstrate a commitment to a continuous-learning and improvement culture where team input, innovation and professional learning opportunities are valued and invested in. Proactively identify learning opportunities for team members to extend their skills and experience. Invite and provide alternative viewpoints, share information and learning across teams. Engage with other teams and units to jointly solve issues. Regularly updating and editing the knowledge base, or other relevant repositories, supports these activities.
9. Each year in consultation with the supervisor, develop an individual work plan that clarifies, articulates, and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success for the following 12 months. The development of annual work plans aligns to the requirements of the Department's performance management framework and is the basis for ongoing performance and development discussions.
10. 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.
11. 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:

- As a senior practitioner the role has responsibility for systems, services, maintenance of standards and the application of policy. It develops and implements plans and proposals for improved operational effectiveness and service delivery.
- The role requires highly specialised knowledge and expertise and provides authoritative advice and support for systems, infrastructure, projects, and/or service delivery. The role demonstrates a longer-term strategic view and provides advice to senior leaders. The advice and recommendations provided are regarded as definitive in the areas of specialty. The role informs and negotiates to gain the acceptance of stakeholders to deliver successful business outcomes. It liaises and negotiates with vendors, clients, and management.
- Works with considerable autonomy of approach in determining priorities, approaches and delivering outcomes. The activities are complex and significant in the context of the delivery of outcomes for the business unit. As necessary, the role consults with the Manager for guidance and instruction.
- The role may provide leadership and supervision of staff responsible for the delivery of components of systems or programs, particularly regarding the quality-of-service delivery and in meeting performance specifications.
- The role may have financial or human resources delegation and/or accountability for a small project team.
- 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. Proven record of achievement in delivering innovative technology solutions, services and/or expert technical support within a complex work environment.
2. 'Can-do approach' demonstrated by successful track record of working harmoniously and collaborating with technical specialists and non-specialists to foster a productive work ethic and positive workplace culture.
3. Conceptual and problem-solving skills demonstrated through a successful record in delivering technical solutions within a diverse and fast-paced environment subject to change.
4. Well-developed communication, negotiation, and expectation management skills, including proven ability to articulate complex issues to non-technical stakeholders such as senior executives and customers.
5. Keen self-awareness with a proven capacity to effectively model agile, flexible, and innovative work practices to achieve results.

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](#).