

Department of State Growth

Statement of Duties

Position Title:	Systems & Training Project Officer
Position number:	424558
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 4
Division/branch/section:	Business Services / Information Communication Technology & Spatial Services / Corporate Information Support
Location:	Hobart
Employment status:	Flexible
Supervisor:	Senior Project Officer

Position Objective

The Systems & Training Project Officer will provide a wide range of administrative and project support contributing to the delivery of effective, efficient and quality corporate information management. The role will have a focus on supporting the department in the seamless use of Electronic Document Record Management Systems (EDRMS) & M365 for information management purposes through the delivery of effective training and support services.

Major Duties

- Assist in the development and implementation of specific projects including the rollout of, and upgrades to, the Department's EDRMS & Microsoft 365 tools, predominantly MS Teams.
- Provide employee training in the operation of the EDRMS and MS Teams.
- Create and update training manuals, procedures, advice sheets, video tutorials and update the unit's intranet page.
- Provide an escalation point for the Corporate Information Support (CIS) Service Desk & IT Service Desk colleagues when responding to and resolving complex issues.
- Undertake a range of system tasks in accordance with predefined procedures including all aspects of file and document management, location and security management and reporting.
- Undertake system testing and analysis related to new products, features and upgrades.
- Provide support to other related CIS projects and bodies of work.

Scope of Work: (Responsibility, Decision-Making and Direction Received)

The Systems & Training Projects Officer uses discretion to complete daily duties and projects. The position operates under the general direction of the Senior Projects Officer in Corporate Information Services.

The Systems & Training Project Officer is expected to set work priorities and exercise initiative and judgement to effectively achieve project tasks, including meeting deadlines and revising priorities.

Direction and guidance on policy matters is the responsibility of the Manager Corporate Information.

Knowledge and Skills (Selection Criteria):

1. Demonstrated information technology skills, including a high-level understanding of Information Management systems and Microsoft 365, as well as the ability to identify and aid in the development of system specifications to enhance and streamline processes to support project outcomes.
2. Demonstrated ability to prepare clear and concise documentation, including correspondence, website and supporting training content targeted to the intended audience. Combined with the ability to train employees in records and information management practices, procedures and systems.
3. Comprehensive knowledge and proven experience in information and records management including the operation of an EDRMS and Microsoft 365 tools.
4. An understanding of contemporary project management, including the capacity to assist in producing detailed project, communication and change management plans.
5. Demonstrated high level written and interpersonal skills to enable a high quality of client service and the ability to liaise with employees at all levels.
6. Proven capacity to exercise initiative, judgement, and problem-solving skills through the ability to undertake research, analyse and formulate decisions or recommendations from a range of sources, and develop solutions to introduce and streamline systems and processes.

Position Requirements

Pre-employment

- Nil

Essential

- Nil

Desirable

- Completion of or progress towards a certificate in Records Management or equivalent.

Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The [department's website \(http://www.stategrowth.tas.gov.au/\)](http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is

Our people who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the **Courage to Make a Difference** through:

- **Teamwork** – our teams are diverse, caring and productive
- **Respect** – we are fair, trusting and appreciative
- **Excellence** – we take pride in our work and encourage new ideas to deliver public value
- **Integrity** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

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 (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo)
