

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	ICT Infrastructure Consultant
Position Number	001790
Business Unit	Business and Executive Services
Branch / Section	Information Technology Services
Location	Hobart
Immediate Supervisor	Manager Infrastructure, Information Technology Services
Award	Tasmanian State Service Award
Employment Conditions	Permanent, full-time
Classification	ICT3/Band 6

Focus:

Provide quality service delivery in relation to complex ICT Infrastructure and services using high level technical skills, including the initiation, implementation and management of projects and oversight of larger programs of work.

Primary Duties:

1. Provide expert level technical support including implementation, configuration and maintenance for ICT infrastructure including server operating system (OS), compute, storage and networking equipment.
2. Administer and support ICT infrastructure by:
 - Design and development of server, storage and network solutions that may include the use of Infrastructure as a Service (IaaS);
 - Planning and implementing system upgrades;
 - Reporting, tracking, troubleshooting and resolving issues;
 - Conducting daily operations.

3. Undertake project and program management, development, testing and delivery for multiple concurrent ICT projects and ensure the delivery of projects and programs is within time and budget constraints.
4. Provide direction and mentoring to less experienced staff engaged in the delivery of components of systems, projects or programs, particularly regarding the quality of service delivery and in meeting performance targets.
5. Provide specialised customer service and support for the computing environment and follow ITSM principles.
6. Develop and maintain high level documentation including operational procedures and information technology records.
7. Provide specialist advice and guidance and create supporting business cases.
8. Work with vendors and stakeholders to create effective solutions and outcomes.
9. Research and plan initiatives for new and emerging technologies that may provide a benefit to the Agency.
10. May be required to undertake out-of-hours work at peak times and participate in an on-call roster.

Scope of Work:

Work is of a highly technical nature and involves a varied range of activities. May involve the management and/or quality control of processes, systems, resources, applications, assets and infrastructure.

Responsible for research, analysis, recommendations, implementation and some decision making.

Direction and Supervision

The position works as a member of the Infrastructure team, but with considerable autonomy. Direction and priorities are provided by the Manager, Infrastructure.

Selection Criteria

1. Demonstrated ability and high level expertise in the planning, architecture, implementation, integration and maintenance of ICT Infrastructure, in particular when using Microsoft technologies and VMware virtualisation.

2. Demonstrated ability to design, implement and manage infrastructure in line with ITSM principals, including for highly available workloads using server clustering techniques and/or application load balancing.
3. High level understanding of local and wide area networks including IP routing and network security.
4. Demonstrated ability to coordinate a team's workload, to mentor team members and to role model constructive behaviour. Well-developed communication skills including the ability to communicate clearly and concisely to engage at the technical, business and senior management level.
5. Demonstrated ability to use investigative and analytical skills and appropriate decision making strategies to make informed, accurate and timely decisions and to identify solutions to complex problems. Apply these skills to support the delivery of outcomes and to respond to emerging developments.
6. Demonstrated self-motivation, flexibility and ability to deal effectively with technical and organisational complexity, ambiguity and change.
7. Ability to represent the Agency in a technical capacity with external stakeholders and to identify mutually acceptable solutions in situations of competing priorities.

Qualifications and Experience

Essential Requirements:

- A minimum 7 years of industry experience
- Current driver's licence

Desirable Requirements:

- Professional IT knowledge gained through satisfactory completion of a relevant course of study at a tertiary institution and appropriate industry certificates
- Experience with supporting critical 24x7 infrastructure
- System administration skills in Linux OS environments and management of iSCSI storage
- Experience with desired state configuration of server environments
- Qualifications in ITIL V3 methodology

Code of Conduct

The State Service Code of Conduct, which is contained in Section 9 of the State Service Act 2000 (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the State Service Act 2000. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

The working environment is largely office based, however intra-state travel may be required. During the emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees 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.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

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Approved

Donna Adams
DEPUTY SECRETARY
BUSINESS AND EXECUTIVE SERVICES

Date: 10 October 2016