

## Statement of Duties

<b>Position Title:</b> IT Officer (Service Centre)	<b>Position Number:</b> Generic	<b>Effective Date:</b> April 2013
<b>Group and Unit:</b> Corporate, Policy and Regulatory Services – Information and Communications Technology Services		
<b>Section:</b> IT Client Services - Service Centre	<b>Location:</b> South, North, North West	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Full Time	
<b>Level:</b> I	<b>Classification:</b> Information & Communication Technology	
<b>Reports To:</b> Team Leader IT Service Centre and Telecare		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

As a member of the IT Client Services section, the IT Officer:

- Provides first point of contact support and resolution up to second level support to clients for IT Client Services including:
  - a) PC hardware and software installation
  - b) Incident resolution
  - c) Call logging
  - d) Follow-up to completion
  - e) 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 and Human Services (DHHS) 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 the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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.

### **Scope of Work Performed:**

Under the direction from the Team Leader, who is responsible for determining directions and work priorities for day to day duties; the IT Officer:

- Exercises initiative and discretion and applies independent judgment; receiving gradually less routine supervision as skills and experience are acquired.
- Provides the first point of contact to IT Client Services' clients regarding call logging, software deployments, hardware rollouts and support and system administration for DHHS hardware, systems, applications and networks.
- Receives direction from other senior staff regarding specific projects and tasks.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

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.

### **Desirable Requirements:**

- A tertiary or recognised vocational qualification in a relevant discipline.
- Relevant IT industry experience and certification.
- Current Driver's Licence.

**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:**

- 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.

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.