

Enterprise Systems and Risk Officer

Statement of Duties

The job

The Enterprise Systems and Risk Officer is a member of the Better Business team, which works across all areas of the Agency's activities, providing leadership and specialised services through a business development function to enable the achievement of strategic and operational outcomes.

You will provide a lead role in the agency identifying and implementing solutions and delivering a program of process improvement through enterprise systems and programs to deliver business efficiencies; manage cybersecurity and privacy information risks and mitigation strategies.

Working collaboratively with program managers and teams across the whole Agency to support our digital advancement, you will liaise regularly with the Manager Digital Transformation.

Duties

- Analyse and document as-is business processes with a view to identifying quantifiable process improvement efficiencies.
- Design, document and implement to-be business processes to realise those efficiencies, and ensure efficiency gains are maintained through enablement and adoption.
- Work with internal stakeholders and third party suppliers to identify, design, document and implement technology solutions to ensure effective enterprise solutions are in place to support workflow and process improvements.
- Contribute towards the Agency's digital transformation program through workflow and process improvement related to the implementation of a new MarTech stack, as well as driving ongoing staff enablement.
- Provide advice on the Agency's information architecture, design and data integration including for records that sit outside the Government's record management system.
- Identify cybersecurity risks, provide guidance and recommend and work with third party suppliers to implement solutions including the development of specific policies, processes and procedures, ensuring compliance with Government requirements.
- Develop and lead the Agency's business systems continuity strategy and cyber incident management processes and incident responses.
- Provide high level advice on the Agency's obligations with regard to privacy information collection, processing, storage and disposal in a state, national and international context and implement recommendations.
- Foster internal stakeholder relationships to understand the range of Agency program objectives and provide advice to teams on digital programs or platforms to support delivery of a co-ordinated agency approach to platform and software management.
- Co-ordinate and deliver educational and engagement programs to support and manage change and nurture an enabling culture.
- Build and maintain strong networks across government and industry to support key activities.

Direction/Supervision received

You will work with authority to negotiate outcomes with support from the Manager Better Business. You are expected to operate with considerable autonomy, exercising initiative, confidentiality and judgment in decision making and are expected to work with minimal direct supervision and a high level of self-motivation.

Level of responsibility

You will exercise professional judgement to ensure competing business priorities are met within agreed timeframes and to the required standard while balancing stakeholder demands through the effective management of expectations. A professional, consistent and reliable approach to stakeholder engagement is paramount in all interactions.

You will work closely with the Department of State Growth which provides ICT services to the Agency under a Service Level Agreement and be the Agency's conduit to the Digital Strategy and Services unit in the Department of Premier and Cabinet.

You will liaise regularly with other team members, business unit managers, employees and external organisations and across government to foster productive working relationships and ensure active engagement through consultative processes to provide complex advice in relation to within the scope of the role.

You will be expected to work across the management group and within the Agency with a collaborative and open communication work style.

What you need to have

1. Demonstrated capability in analysing business processes, producing documented process maps, and experience in identifying and implementing process improvements.
2. High-level experience and demonstrated ability in developing and implementing risk based approaches to process improvement, cybersecurity, privacy and business continuity frameworks and strategies.
3. High level strategic, conceptual, judgment, analytical and research skills, including the ability to identify relevant issues and priorities, make sound judgements and communicate complex matters in simple and practical ways.
4. Demonstrated, high level experience in delivering outcomes using principles of agile project management with a focus on solutions.
5. High level interpersonal and liaison skills with proven ability to influence and negotiate outcomes, and positively engage stakeholders, developing collaborative linkages and partnerships with stakeholders at all levels including with other government agencies on whole of government initiatives
6. High level organisational skills to enable the coordination and management of competing demands, with the ability to plan and accurately complete own tasks within predetermined timeframes.
7. Personal drive and integrity along with a commitment to work collaboratively within a team, upholding shared values while being prepared to engage with risk.

Position requirements

Desirable qualifications / experience

A Bachelor degree in Information Technology or a relevant discipline, or significant experience in digitisation projects.

Who we are

Our purpose is to connect people culturally and emotionally with our island to deliver social and economic benefits that are shared with all Tasmanians. We are a demand generator and brand leader for our state, delivering a targeted marketing program in key markets. We also have a lead role in the T2I Tasmania Visitor Economy Strategy and in influencing and building a sustainable future for our visitor economy.

How we work

Our people are critical in enabling our Agency to deliver upon its purpose on behalf of Tasmanians. We encourage our people to challenge traditional thinking, be customer-centric and fearless in communicating what we know Tasmania to be.

We work in a dynamic environment that aims to inspire creativity and bravery with a commitment to ongoing learning and development. We are committed to high standards of safe work practises, flexibility, diversity and equity.

We continually strive for a culture that is based on communication, unity, respect, growth and accountability. With us, what you see is what you get. We're connected with each other, our purpose and our customers and we do our best to be bold, stay curious, and embrace the play in our work. We are dedicated to our people, our industry and our island.

Other stuff

Employment Type: Two year fixed term contract, full time or part-time (minimum 0.8 FTE)

Hours: 73.5 hours per fortnight, flexible

Location: Hobart

Division: Tourism Tasmania

Business Unit: Better Business

Award/Classification: Tasmanian State Service Award, General Stream Band 6

The *State Service Act 2000* including the State Service Principles and Code of Conduct applies to our employees. These can be located at www.dpac.tas.gov.au/divisions/ssmo.

Position number: 005118