Statement of Duties

Department of Premier and Cabinet

As at 15 December 2022

Position title:	ICT Support Officer
Position number:	002251 & 000275
Award/Agreement:	Tasmanian State Service
Classification level:	General Stream ICT 1 Technician
Division/branch/section:	Information & Technology Services, People, Performance and Governance
Full Time Equivalent (FTE):	1.00
Location:	State-wide
Position status:	Permanent
Ordinary hours per week:	36.75

May involve intrastate travel and occasionally, interstate travel. May be required to be available to work outside normal hours to meet specific needs or deadlines

Supervisor:	IT Client Services Coordinator

Agency/Department values:

Department of Premier and Cabinet (DPAC) values underpin our culture and guide our decision making and behaviour. Our values are:

Excellence

We strive for excellence at all times.

Customer-focused

Our customers are at the centre of what we do and how we do it.

Working together

We support and respect one another and work with others to achieve results.

Being professional

We act with integrity and are accountable and transparent.

Respect

We treat everyone with respect and kindness.

For more information about DPAC visit www.dpac.tas.gov.au

Department of Premier and Cabinet

Statement of Duties: ICT Support Officer

Division profile:

The Information and Technology Services Branch provides information management and technology services to the Department of Premier and Cabinet, including DSS and Ministerial Support Offices.

ITS is divided into four functional areas to achieve this:

1. Online Services: responsible for the technical development, management and support of web sites, web applications and multimedia services.

2. Records and Information Management Services: responsible for the front-end management and support of the Agency's Records Management system and the records it holds. This includes the management of archival and disposal of records in accordance with legislation and Tasmanian Archives and Heritage Office guidelines.

3. IT Client Services: responsible for front-line support of all clients of ITS, including hardware and software support of PC and mobile devices, tier 1 fault diagnosis and resolution, and escalation of faults to higher tier support.

4. Infrastructure and Systems support: responsible for supporting back-end systems and infrastructure including software management systems, corporate business systems, infrastructure systems, networks and IT security.

In addition to managing these core services, the Information and Technology Services Branch is actively involved in the development of policies, procedures, support tools and advice in the areas described above.

Position objective:

To provide customer focused service desk support for the Department of Premier and Cabinet.

Duties:

1. Provide high level of client support, technical expertise and fault diagnosis in an efficient and timely manner in accordance with Service Level Agreements.

2. Undertake analysis and support of tasks associated with hardware and software installation, maintenance and procurement.

3. Undertake tasks associated with the continual improvement of ICT Services, Business Applications and software applications including support, solution provision and assistance with IT projects and initiatives.

4. In conjunction with other members of the Information & Technology Services (ITS), contribute to the documentation and implementation of appropriate standards and procedures for ITS.

5. Actively foster productive partnerships with colleagues, clients and stakeholders to achieve positive results, including the provision of input to team initiatives involving the skills and development of client knowledge and education.

6. 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.

Level of responsibility:

The ICT Support Officer is responsible for the timely and accurate completion of ICT tasks as directed. The occupant is expected to use initiative, exercise discretion and flexibility and operate with a significant degree of independent judgement on non-standard issues.

The occupant is expected to liaise with internal and external stakeholders, including contractors and senior staff both inside and outside the Department.

Reporting structure:

The ICT Support Officer reports directly to the Team Leader, IT Client Services with broad direction from Service Delivery Manager, Client Services.

As the ICT Support Officer gains experience, the occupant will gradually receive less routine supervision as skills develop and experience is acquired.

Selection criteria:

1. Technical knowledge of and practical experience in supporting computer hardware, IT peripherals, business applications (inclusive of cloud services), operating system software, and the associated networking equipment in a Service Desk environment.

2. Sound client service and communication skills with the ability to follow and develop written procedures and user guides and to work effectively as a member of a small team to deliver quality advice, support and training across the Department.

3. Conceptual, analytical and problem-solving skills including the ability to identify relevant issues and priorities, make independent decisions and to use initiative when required in providing solutions to technical problems, considering established technology, work methods, policy and procedures.

4. Ability to prioritise, plan and complete a variety of tasks within pre-determined timeframes.

5. Demonstrated commitment to a continuous learning and improvement culture where team input, innovation and professional learning opportunities are valued and invested in with the capacity to proactively identify and undertake learning opportunities to extend personal skills and experience.

6. Commitment to working in a values-based organisation demonstrated by an alignment with the purpose, culture and values of the department, and to upholding shared values through appropriate workplace behaviour.

Desirable requirements:

ICT related qualifications including industry certificates or progress towards qualifications gained through satisfactory completion of an appropriate course of study at a certificate IV level or above.

A current driver's licence.

Essential requirements:

N/A

State Service Principles and Code of Conduct

Employees should familiarise themselves with the State Service Principles (view at thelaw.tas.gov.au website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

The State Service Code of Conduct (view at thelaw.tas.gov.au website) complements the State Service Principles. It outlines the behaviours and performance expected of State Service employees, including acting appropriately in the course of their duties and maintaining the confidence of the community in the activities of the State Service.

Working environment

DPAC does not tolerate discrimination, harassment or bullying in the workplace. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

The Department is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. The Department values the unique experiences, knowledge, and skills that our employees bring to their work.

There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals' needs in the workplace.

Workplace health and safety:

The Department is committed to sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the *Work Health and Safety Act 2012* and the *Work Health and Safety Regulations 2012*.

Statement of Duties: ICT Support Officer

Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;

- Take reasonable care of the health and safety of themselves and others;

- Comply with any direction given by management for health and safety;

- Report all accidents and incidents in a timely manner; and

- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

- A safe working environment;

- Safe systems of work;

- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and

- A commitment to continually improve our performance through effective safety management.

Department of Premier and Cabinet