

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	IT Officer (Digital Infrastructure)
Position Number:	Generic
Classification:	Information & Communication Technology Level I (Technician)
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Health ICT - Digital Infrastructure Services
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	South, North, North West
Reports to:	Manager - Servers
Effective Date:	May 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Tertiary qualifications in computer science or a related discipline Current Driver's Licence
Position Features:	Some regular out of hours work, to meet specific needs or deadlines, may be required Participation in an oncall roster may be required Intrastate and interstate travel may be required

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

In partnership with the Department of Health (DoH) stakeholders, and under the direction of relevant Managers/Senior Managers within Digital Infrastructure Services, the IT Officer (Digital Infrastructure) will:

- Assist with the operational management of computer, storage, data network, cloud and core ICT infrastructure assets, using contemporary IT Infrastructure Library (ITIL) best practices to ensure continuity of service delivery.

- Perform and assist with event, incident, problem and service request resolution, including IT change management.
- Perform routine maintenance tasks and monitoring of IT Infrastructure systems and services.
- Ensure technical documentation and knowledge base are maintained and kept current.

Duties:

1. Assist with, and support, senior staff in the resolution of events, incidents, problems and service requests including technical change management and provide input to reports and planning documentation, assisting in the delivery of quality, efficient and effective IT services to all stakeholders within the Agency.
2. Undertake general enquires, provide technical advice and consulting services to clients, vendors and IT Services staff.
3. Contribute, as part of a team, to the development, maintenance and improvement of support processes, procedures and policies including maintaining currency of associated documents and online knowledge base.
4. Assist senior staff, as required, with projects, including research and analysis of information and liaison with relevant staff and vendors.
5. 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.

Key Accountabilities and Responsibilities:

Under direction from the Manager - Servers, who will provide guidance for more complex undertakings and determine daily priorities, this role is responsible for:

- Delivering to a quality standard, the daily operations and management of server, storage, network and core ICT infrastructure assets to ensure continuous service delivery to the Agency.
- Providing specific ICT Infrastructure technical guidance and consultation to business units across the Agency, aligning to the Departments IT Architecture standards.
- Receiving direction from senior staff, on specific projects and tasks, may be provided.
- Utilising initiative, exercising discretion and operating with a degree of independent judgment on non-standard issues, under the supervision of senior staff.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a preemployment 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.

Selection Criteria:

1. Demonstrated knowledge and understanding of ICT Infrastructure service delivery, within a 24 x 7 enterprise organisation, to support existing and emerging healthcare solutions and corporate business environments.
2. Well-developed conceptual, analytical and judgement skills demonstrated by a capacity to understand and solve problems by drawing on relevant information from a range of sources and develop appropriate recommendations.
3. Proven interpersonal skills, including good oral and written communication, together with the ability to interact with a diverse range of clients, is customer focused, has good conflict resolution skills and the ability to work effectively in a team of IT professionals.
4. Knowledge and understanding of contemporary IT service delivery and management models, including relevant techniques and tools, together with an ability to follow processes and procedures.
5. Well-developed time management skills, with experience in planning, organising and scheduling, to deliver a high level of quality work and the ability to complete tasks accurately within established and conflicting timeframes.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).