

Statement of Duties

Department of Premier and Cabinet

As at November 2021

Position title:	Digital Services Coordinator
Position number:	01343
Award/Agreement:	Tasmanian State Service
Classification level:	General Stream, Band 6
Division/branch/section:	People, Performance and Governance / Information & Technology Services
Full Time Equivalent (FTE):	1.0
Location:	Hobart
Position status:	Permanent
Ordinary hours per week:	36.75
Supervisor:	Manager, Innovation and Digital Services

Agency/Department values:

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

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

Division profile:

People, Performance and Governance (PPG) Division provides advice and assistance and support to the Department of Premier and Cabinet, and Ministerial and Parliamentary Support Offices. The Division leads the delivery of key Government priorities and provides seamless high quality customer service and support to the Government of the day through the Cabinet Office and to the Executive Council as well as providing corporate support in the areas of finance, human resources, information and technology services, and property and procurement management.

Position objective:

Provide leadership to a small client focused web services team whose primary roles are to undertake technical development and for the agencies web sites and services.

Provide advice to division managers, regarding current and proposed web services.

Responsible for the administration of the department's web cloud services (Squiz Matrix).

Duties:

1. Provide supervision and support to members of the web services team.
2. Proactively manage risks, issues and conflicts to ensure they are mitigated, resolved and or effectively minimised.
3. Project manage the design, development and implementation of new web sites and changes to existing sites.
4. Production of general and technical documentation as well as the preparation of user acceptance documents that assist with the delivery of the agencies web services.
5. Provide specialist advice and information that supports decision making on the future strategic direction for the department.
6. Document new policies, procedures and guidelines supporting Agency web publishing, based on current facilities available in the Agency, and in line with key whole of government standards.
7. Undertake vendor and contract management including tracking adherence of vendor to business requirements, specifications, costs and timeframes.
8. Work with vendors, internal and external stakeholders to manage delivery of contemporary web solutions to meet the department's needs.
9. 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:

- A high level of client service is required, including liaison with web site users, other information technology staff, and groups that may include senior staff inside and/or outside the Agency.

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- Under broad direction, provide authoritative specialist advice in relation to the Department's existing and future web content management and application requirements.
- Achievement of web site project outcomes and outputs within defined resources and/or timing constraints.
- Decisions made have a significant impact on web solutions chosen and the achievement of corporate and business objectives.
- Time constraints may have a significant impact on how the work is undertaken.

Reporting structure:

This role operates with a high degree of independence of action and autonomy in day to day activities and is accountable to management in terms of strategic direction and meeting objectives.

All work must be performed in accordance with Departmental operational guidelines and policies, however there are discretionary elements for which the employee will need to exercise judgement.

The Manager, Innovation and Digital Services reviews final work outcomes.

Selection criteria:

1. Experience leading web development and services projects, with a focus on providing ongoing operational support.
2. Ability to work effectively as a leader of a small highly skilled client focused team. Liaison and consultative skills, enabling communication of factual and conceptual information to all levels of staff within the Department, including other information systems staff.
3. Sound understanding of project management processes, including project team leadership and ability to complete a variety of tasks within pre-determined time and resource constraints.
4. An ability to adapt and adopt standard practices and include lateral problem solving techniques where appropriate.
5. Ability to prepare clear and concise written reports that accurately communicate information system and design concepts to technical and non-technical audiences. This may include preparation of business plans, requirement and detailed design specifications and requests for quotations.
6. An ability to assess and create relevant training material and deliver courses for all levels of information systems used within the Department.

Desirable requirements:

Professional information technology knowledge gained through satisfactory completion of an appropriate course of study at a tertiary institution or equivalent experience is an advantage.

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Prior experience providing support, developing or administering a Squiz Matrix Content Management Platform will be looked on favourably.

Essential requirements:

Nil

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*.

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;

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- 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.