# Office of the Chief Information Officer

Manager Support Services – Statement of Duties

### Objective

To initiate, manage and co-ordinate the delivery of ICT Support services. Manage staff, client and vendor account relations and facilitate support for IT related projects. Plan and develop strategies for the delivery of technical infrastructure and services to support Agency Systems. Maintain or develop policies and procedures to support the operational delivery of services.

### Duties

* Ensure ICT infrastructure and systems are efficiently supported and managed in order to provide quality, contemporary IT support services to clients of Justice ICT.
* Work with Output Managers, Project Managers, System Managers, the CISO and Solution Architect to implement technology solutions that assist the Department to achieve its strategic objectives.
* Lead the Service Support team, establishing best practice IT service management methodologies and processes.
* Manage workloads (support, operational and project) within the Service Support team.
* Manage critical Incidents affecting the Department’s ICT environment.
* Participate in the Agency’s change management process.
* Report on key operational metrics to the Director, ICT and other stakeholders.
* Initiate and oversee projects to modernise and enhance the Department’s ICT capabilities.
* Manage the financial, physical and human resources within the Support Services team in accordance with Agency principles.
* Promote high standards of customer service within the Service Support team.

### Level of responsibility

* The occupant is responsible for making a significant contribution to the support and implementation of contemporary technology assets and solutions for clients of the Agency.
* The occupant is expected to work closely with key stakeholders and work collaboratively to identify potential new opportunities for services and improvements in support processes and procedures.
* Provide adequate instruction, information, supervision and training for your team members, depending on the nature of their work.
* Ensure efficient and effective management of work health, wellbeing and safety for the areas of responsibility in accordance with the WHS requirements in the WHS Act.
* Our values are we act with Integrity, Respect and Accountability and our workplaces are Inclusive and Collaborative. You are responsible for contributing to our values based workplace culture, leading your team in a values based manner, ensuring your team uphold the values and role modelling the values.

### Direction and supervision received

* The occupant is expected to operate with a high level of independence and autonomy. Broad direction to achieve outcomes is provided by the Director.

### Selection criteria

1. Strong technical skills with experience, implementing and managing highly available systems and applications.
2. Experience implementing service management processes, with a focus on continual service improvement in Incident Management, Change Management and Capacity Management.
3. Demonstrated ability to successfully deliver ICT infrastructure projects.
4. Demonstrated ability to manage vendors and contractors within a multiple service provider environment.
5. Highly developed contemporary management and leadership skills including an ability to manage human, financial and physical resources together with a proven ability to foster a continuous improvement culture.
6. High level strategic conceptual, research, analytical and creative problem solving skills.
7. Highly developed communication and interpersonal skills including the proven ability to motivate, consult, negotiate, resolve conflict, develop staff and work with a broad range of clients, stakeholders to develop and maintain partnering arrangements.
8. Be able to understand and apply the requirements of relevant WHS legislation in your areas of responsibility.

### Essential requirements

* Current drivers licence.
* A person is to provide evidence that they are vaccinated against COVID-19 or have an approved exemption (details below).

A person is vaccinated against COVID-19 if the person has received all of the doses of a vaccine for COVID-19, necessary for the person to be issued with a vaccination certificate in respect of COVID-19 by the Australian Immunisation Register, or an equivalent document from a jurisdiction outside of Australia.

A person may be granted an exemption from providing evidence that they are vaccinated against the disease where the person demonstrates –

1. **Medical contraindication**

A person is unable to be vaccinated against the disease due to a medical contraindication if they:

1. provide evidence in a form provided and accepted by the Head of Agency from a medical practitioner (as defined by the Australian Immunisation Register as a medical practitioner [who can grant a medical exemption](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.servicesaustralia.gov.au%2Findividuals%2Fservices%2Fmedicare%2Faustralian-immunisation-register%2Fwhat-register%2Fimmunisation-medical-exemptions%23a3&data=04%7C01%7CTracey.Mulcahy%40justice.tas.gov.au%7Ce12c8042e9ef411c6d4b08d9c10d05ab%7Cce3bd35aee3444939df75b9fa88fdf8e%7C0%7C0%7C637753083958785476%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=EoWRMQdY4MPicxU019FofXz%2F4UtdmvtsDfet3xgw870%3D&reserved=0)) which certifies that the person has a medical contraindication that prevents them from being vaccinated against the disease.

Or

1. have a medical exemption, that applies to the vaccinations for the disease, that has  been recorded on the Australian Immunisation Register, operated by or on behalf of the Commonwealth Government.
2. **Exceptional circumstances**

Demonstrated to the satisfaction of the Head of Agency.

### Desirable requirements

* Relevant tertiary qualification in information management or information technology.
* Microsoft Certified Professional.
* ITIL Foundation or Practitioner Certification.

### Position Summary

| Title | Manager Support Services |
| --- | --- |
| Number | 355885 |
| Award | Tasmanian State Service Award |
| Classification | General Stream Band 7  |
| Division | Corporate, Strategy and Policy |
| Full Time Equivalent | 1.0 |
| Output Group | Office of the Chief Information Officer |
| Branch | ICT Services |
| Supervisor | Director ICT |
| Direct Reports | 7 |
| Location | Rosny  |
| Position category and funding | A072 |