

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES

Title	IT Consultant – Applications & Integration
Position Number	004197
Business Unit	Business and Executive Services
Branch / Section	ICT Operations
Location	Hobart
Immediate Supervisor	Manager, Applications & Integration
Award	Tasmanian State Service Award
Employment Conditions	Permanent, full-time
Classification	ICT Level 3

Focus:

Provide high level technical skills for the lifecycle management of Commercial off the Shelf products (COTS) within the DPFEM. Provide leadership and mentoring to team members.

Primary Duties:

- Provide high level technical expertise in the planning, implementation, integration, maintenance and documentation of COTS business applications and architecture, including the DPFEM's Database Management Systems.
 - Provide leadership and mentoring to team members and less experienced staff within Information Technology Services.
 - Build and manage strong positive professional relationships with clients, stakeholders, external support vendors and specialists to ensure that effective systems and processes are followed to deliver the expected high level of service standards.
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- Manage multiple concurrent medium to large Information Technology (IT) projects and participate in the management of larger programs of work. Ensure that the delivery of projects and programs are within time and budget constraints.
- Provide specialist support, advice and consultation to senior management and business units. Identify efficiencies and evaluate emerging technologies that provide benefits to the Department that are aligned with the DPFEM strategic initiatives.

Scope of Work:

Work is of a highly technical nature and involves a diverse range of activities. This may involve the management and/or quality control of processes, systems, resources, applications, assets, and infrastructure.

The position is responsible for research, analysis, recommendations, implementation, and autonomous decision making.

May be required to undertake out-of-hours work at peak times.

Direction and Supervision

The position works as a member of the Applications & Integration team, but with considerable autonomy. Direction and priorities are provided by the Manager, Applications & Integration.

Selection Criteria

1. Demonstrated experience with the life cycle management of COTS products, including research, solution design, installation, integration, configuration, support, and maintenance of enterprise systems.
2. Proven ability to identify, plan and implement mutually acceptable solutions in situations of competing priorities, while building highly collaborative relationships with stakeholders, vendors, and external technical specialists.
3. Demonstrated success in managing and delivering highly collaborative IT-based projects within tight timelines.
4. Proven level of self-motivation, flexibility, and ability to deal effectively with technical and organisational complexity, ambiguity and change. Demonstrated ability to coordinate a team's workload, mentor team members and to role model constructive and collaborative behaviour.

5. Demonstrated highly developed research and analytical skills with the ability to identify solutions to complex requests or incidents. Demonstrated application of decision-making strategies that result in informed, accurate and timely decisions to support critical systems.
6. Sound understanding of contemporary information management and emerging technology developments. Experience with applying the principles and procedures of IT service management (ITSM) within an ITIL framework, to meet business objectives in a client focussed environment.

Qualifications and Experience:

Desirable Requirements:

- Professional IT knowledge gained through satisfactory completion of a relevant course of study at a tertiary institution and/or appropriate industry certification.
- Experience with COTS systems including:
 - DBMS; Microsoft® SQL Server
 - Microsoft SQL Server Always on Availability Groups
 - Scripting languages such as Transact SQL and Powershell
 - Microsoft® Azure DevOps
 - Continuous Integration (CI)/Continuous Deployment (CD) Automation, and
 - Microsoft® Azure Cloud Services.
 - Microsoft Exchange and 365 Administration
- Current ITIL® certification.
- Current Project Management certification.
- Current driver's licence.

Essential requirement:

Pre-Employment Checks:

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before

taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

Code of Conduct

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees 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.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

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MANAGER, PARTNERING AND EMPLOYMENT SERVICES
BUSINESS AND EXECUTIVE SERVICES

Date: 31 OCTOBER 2024