

# INFORMATION & COMMUNICATION TECHNOLOGY OFFICER

CORPORATE AND GOVERNANCE / INFORMATION TECHNOLOGY SERVICES BRANCH

## Why work for us

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The work you will undertake is varied and interesting. We contribute to major government activities that improve the wellbeing of Tasmanians and support the Government's management of the State's financial position.

We are a flexible, diverse, inclusive, and supportive workplace with a strong values-based and team oriented culture. For more information about Treasury and what our staff have to say about working for us, visit our website: [www.treasury.tas.gov.au/about-us/careers](http://www.treasury.tas.gov.au/about-us/careers)

## The position

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You will provide information and technology advice and assistance to the Department on a wide range of technical and system matters related to Treasury's IT systems infrastructure. This is an IT service desk support role, whereby you will respond to requests for IT assistance from staff and work on IT related projects and tasks.

## What you will work on

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- Provide service desk support to Treasury staff on a broad range of requests for IT assistance and log, complete, resolve and report all requests.
- Install, upgrade and support operating systems and application software.
- Install and support the Department's networked personal computers, printers and other peripheral equipment.
- Assist with the evaluation of information technology products, processes, equipment, and software.
- Perform IT system administration and maintenance tasks.
- Perform other allocated duties as required.

## Responsibility, direction and supervision

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This position is classified as ICT 1 and is expected to gain skill and experience through on the job development and learning, including specific courses of study. Salary progression is available from Band 2 through Band 3 to Band 4, subject to competency and performance assessments. The increase in responsibility is as follows:

**Band 2** - You will initially receive detailed instructions, advice, and feedback from your supervisor to help you complete a range of diverse tasks. Over time you will apply some independent judgement on how tasks are completed.

**Band 3** - You will receive general instruction from your supervisor on complex operational tasks. You will work on a range of diverse tasks which require specialised administrative skills. You will use independent judgement on routine matters and apply initiative to provide efficient solutions to non-standard issues. You may be asked to provide instruction, guidance, and feedback to less qualified or experienced employees.

**Band 4** - You will have a good understanding of guidelines, systems and processes and receive general direction from your supervisor. You will coordinate and integrate operational functions and be able to interpret frameworks to resolve complex operational issues within your scope of work.

You will display and promote behaviours that are compliant with: ethical standards; the State Service Code of Conduct and Principles; relevant Work Health and Safety Legislation; policies, procedures and guidelines issued by the Department; and adherence to the principles of equal employment opportunity.

## Skills and experience

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Our selection panel will assess your skills, experience and ability to perform the role using the following criteria\*:



### COMMUNICATE

- Prepare accurate documents.
- Deliver clear and succinct ideas and information.
- Listen to others and respond appropriately.



### MANAGE OUTPUTS

- Complete tasks on time and in order of priority.
- Deliver work with a client focus.



### CONCEPTUALISE/ANALYSE/APPLY JUDGEMENT

- Identify and solve problems using existing procedures.
- Make timely and accurate decisions about your work.
- Know when to ask for guidance on non-routine tasks.



### TEAM/LEADERSHIP/BEHAVIOURS

- Cooperate with others.
- Work effectively and share ideas in a team.
- Behave in line with Treasury's values.



### TECHNICAL/PROFESSIONAL

- Demonstrate knowledge, skill and ability required for the role.
- Desirable - a relevant qualification or equivalent experience.

\*The ICT classification spans Bands 2 to 4 and while the criteria above reflect Band 2 competencies, the competencies for the relevant Band of the ICT classification will be used to assess merit for transfers within government.

## Our values

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Treasury strives to create a respectful work environment, free from inappropriate and disrespectful workplace behaviours, including discrimination, bullying and harassment. Our values guide our behaviour:

### INTEGRITY

Builds confidence, trust and self-respect, and is the foundation of open and honest communication.

### EXCELLENCE

Challenges us to give our best and brings us recognition.

**RESPECT**

Recognises the value of us all and the contribution we all make.

**CAMARADERIE**

Creates a fun and supportive place to be.

**PASSION**

Inspires us to achieve great things.

All employees must adhere to the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct (*State Service Act 2000*). These can be found at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo)

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**Hours Per Week:** Flexible up to 73.50 hours per fortnight

**Supervisor/Reports to:** Team Leader, Operations & Support

**Direct Reports:** No

**Employment:** Permanent

**Award/Classification:** Tasmanian State Service Award General Stream, ICT 1 Technician

**Location:** Hobart

**Position Number:**724703

**Approved by:** Rob Hidding, Director ITS

**Date:** 21 October 2024