

# Senior IT Consultant

## STATEMENT OF DUTIES

JULY 2022

Number	Generic
Portfolio	Business Operations and Support
Branch	Information and Technology Services
Section/Unit/School	Enterprise Technology Services
Supervisor	Specified Manager
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 7
Employment Conditions	Permanent/Fixed-term, Full-time/Part-time, 73.5 per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	Statewide

## Context

Working with business units to undertake consultancies in information technology in one or more of the following areas:

- technical lead in the support of IT infrastructure including desktop PC equipment and associated information technology peripherals, networking equipment and servers
- technical lead in the support of business applications software and development projects
- client and customer liaison and support
- cybersecurity services and support
- provision of supervision, coaching, training, and leadership for other IT support staff and clients
- IT consultancy and planning.

## Primary Purpose

Infrastructure and Cloud services team. The main focus of the role is to undertake high level tasks associated with on premise infrastructure and cloud services including support, development and implementation, and assistance with IT projects ensuring they are completed in an efficient and timely manner.

## ITS Core Practices

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## Level of Responsibility/Direction and Supervision

Through interaction with the Department's business units, this is a leadership role directly responsible for the efficient and effective delivery of improved IT infrastructure and business applications and Information Technology outcomes to clients, including the provision of strategic advice and planning to satisfy changing business requirements.

The occupant operates with a high degree of autonomy in the achievement of specified goals, with broad direction received from the Supervisor. Established decision-making and operational frameworks may require considerable interpretation and initiative to provide effective program and service delivery outcomes.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

## Primary Duties

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1. Undertake a lead role in IT infrastructure and work with business units of the Department to provide consultancy, develop and implement IT infrastructure and cloud services solutions that leverage the business opportunities identified in the business analysis process.
2. Provide a quality IT project management and advisory service to clients including technical IT architecture and standards services, ensuring that Departmental IT Infrastructure or development projects are managed effectively, efficiently and in a timely manner.
3. Undertake research and develop and implement proposals ensuring the efficient and effective use of business application development and/or IT infrastructure/cloud services and/or networking and/or end device management and/or cybersecurity.

4. Manage and provide guidance, coaching and leadership to assigned staff including the co-ordination and supervision of their activities, as well as the management and services undertaken by external contractors and vendors.
5. Provide authoritative, specialised advice and high-level support directly to senior management on IT infrastructure and /or business application design and integration strategies.
6. 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.
7. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

## Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

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1. High level expertise and understanding of contemporary information technology principles and practices including a sound understanding of the issues around infrastructure and cloud services.
2. Demonstrated high level project, staff and stakeholder management skills, together with proven leadership skills, including the ability to motivate staff to achieve results within tight deadlines.
3. Highly developed strategic, conceptual, analytical, creative skills with ability to develop options, solutions and recommendations and make sound judgements about the application of information technology to achieve desired business outcomes.
4. Demonstrated high level interpersonal and written skills including communication, presentation and training, negotiation and conflict resolution skills to effectively communicate and articulate complex issues to staff and stakeholders and the ability to write formal project and executive briefs, issues, options and discussion papers and/or produce high quality training material. to p
5. Team leadership skills including work management and scheduling skills with demonstrated capacity to promote teamwork, co-operation, understanding and team development.
6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

## Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

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### Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

### Desirable

- Appropriate post-secondary qualification and / or industry experience relevant to the role.
- At least five years' experience in the delivery of IT support, advisory and infrastructure services.
- A current driver's license.

## Working within the Department for Education, Children and Young People

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has 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.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to.

All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

## Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

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**APPROVED BY PSS DELEGATE:** 960250 – Director Human Resources – July 2022  
Request: 7001949

Date Duties and Selection Criteria Last Reviewed: 07/22 VRH

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