DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Senior IT Officer - Communications |
| **Position Number:** | Generic |
| **Classification:** | Information and Communication Technology (ICT) Level 2 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Health ICT – Digital Infrastructure Services  Network and Communications |
| **Position Type:** | Permanent, Full Time |
| **Location:** | South, North, North West |
| **Reports to:** | Manager - Network Communications |
| **Effective Date:** | July 2016 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Desirable Requirements:** | Current Driver’s Licence  Tertiary qualifications in computer technology or a related discipline  Relevant IT industry experience |
| **Position Features:** | Some regular out of hours work may be required to meet specific needs or deadlines  Participation in a rostered on call team to provide out of core hours support may be required  Some interstate and intrastate travel may be required |

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

### Primary Purpose:

In partnership with Department of Health (DoH) stakeholders, and under the direction of the Manager - Network Communications, the Senior IT Officer - Communications will:

* Perform ICT infrastructure management, service delivery and support of the Agency’s statewide Health ICT network infrastructure assets, using contemporary IT Infrastructure Library (ITIL) best practices to ensure continuity of service delivery.
* Undertake research, analysis and technical activities required to design, develop, commission, maintain, administer and support both in-house and externally provided IT network and communication services.

### Duties:

1. Deliver the day-to-day Health ICT operations management of the Agency’s ICT network infrastructure using dedicated technical supervision skills within a framework of documented standards, procedures and work instructions.
2. Resolve complex incidents and problems, produce technical solutions, expert reports and make recommendations where there are identifiable deficiencies in the delivery of quality, efficient and effective IT services to the DoH.
3. Provide specialised technical level support for the provisioning activities of design, planning and capacity management including configuration testing and associated documentation.
4. Undertake Health ICT network deployment tasks and projects within an overall ICT programme of work using structured project management methodologies.
5. Contribute to the development and maintenance of support processes, procedures and policies including associated documentation.
6. Undertake investigations and research related to network administration and support, security, integration and overall lifecycle management.
7. Manage external service providers to ensure services being delivered to the DoH comply with service definitions and levels.
8. Provide leadership and guidance for less experienced employees in networking infrastructure.
9. Actively participate in and contribute to the organisation’s Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
10. 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.

### Key Accountabilities and Responsibilities:

The Senior IT Officer - Communications works with the broad direction of the Manager - Network Communications and is expected to:

* Function with autonomy to provide specialised knowledge and skills within Business as Usual (BAU) and project environments consistent with Health ICT Digital Infrastructure - Communications tactical and operational frameworks.
* Provide specialised expert consultancy and high-level recommendations to DoH senior management on complex operational and program subject matter, delivered in clear and succinct language.
* Regularly review the Health ICT Infrastructure - Communications unit’s standards, processes, procedures and work’s instructions, applying quality management principles and the ITIL framework, and recommend solutions and changes.
* Participate in fostering a knowledge sharing, skill development and peer mentoring culture within in the Health ICT Infrastructure - Communications team through technical guidance and instruction.
* As a member of the Health ICT Services branch, the occupant of this role is expected to adhere to and promote DoH and State Service values, policies and practices and provide support to other team members to encourage a collaborative and cohesive approach to contributing to Agency goals.
* Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
* Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
* Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

### Pre-employment Conditions:

*It is the Employee’s responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre‑employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. High-level conceptual and analytical skills to effectively identify, define and develop practical ICT networking solutions to support the existing, emerging healthcare advances and corporate business environments including providing continuous improvement in the service delivery of complex activities.
2. Demonstrated experience, high level knowledge and administration skills in networking, communications and supporting infrastructure within an enterprise, including defining scope, deliverables and assessing performance compliance for external service providers.
3. Well-developed project management skills together with demonstrated experience in the planning, organisation, scheduling and delivering quality work within established and conflicting timeframes.
4. Demonstrated ability to work constructively as a member of a team, including experience in having worked effectively within a political environment subject to work pressure, competing priorities, ambiguity and change.
5. High level communication skills including the proven ability to clearly articulate complex and difficult technical issues to non-technical staff and stakeholders and to prepare and present high quality formal documentation and recommendations within a senior management environment.
6. Demonstrated negotiation, and conflict resolution skills including the ability to manage and escalate appropriately to effectively achieve organisational outcomes.

### Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000.* The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](https://www.health.tas.gov.au/consumer-and-community-engagement-principles).