

# Senior Information and Communication Technology Officer

## Statement of duties

Position number	723883
Location	Hobart
Division	Corporate and Governance
Branch	Information and Technology Services
Section	Operations and Support
Award	Tasmanian State Service Award
Classification	General Stream, ICT 2
Immediate supervisor	Assistant Director, Operations and Support
Employment conditions	Permanent
Hours per week	Flexible up to 36.75 hours

### Branch responsibilities

The primary responsibilities of the Branch are to:

- provide information and technology advice and assistance to the Department, and support branches with their use of information and technology in order to improve efficiency, services and outcomes;
- provide information management, including web content, library and records management services;
- manage and support the Department's information systems infrastructure, including personal computing devices, telecommunication services and connectivity;
- develop, maintain and support business information systems; and
- plan, initiate, manage and deliver nominated information and communications technology (ICT) and information management (IM) related projects.

## Position objective

Working individually or as a team member of the Operations & Support unit, the Senior Information and Communication Technology Officer will participate in IT related support activities and projects, provide high quality technical advice to stakeholders and assist the Manager and other team members to deliver operational and project related IT outcomes for the branch.

In the context of the selection criteria, to be successful in the position applicants will have:

- demonstrated experience and technical skills in information technology operational support, including but not limited to system administration, change management, problem identification and resolution, security management and disaster recovery;
- demonstrated effective interpersonal, oral communication, and customer service skills including the ability to operate effectively in a team environment and to liaise with all levels of stakeholders within the agency; and
- demonstrated in-depth research, analytical and creative skills including the ability to resolve relevant business issues and to achieve agency related outcomes.

## Primary duties

The Senior Information and Communication Technology Officer's primary duties include:

- undertaking the provision, maintenance, administration and support of enterprise ICT information and technology services that are delivered by the unit;
- managing personal computers, laptops, printers and other peripheral equipment;
- providing information technology guidance and support to customers, including undertaking research and providing advice and recommendations to the ITS branch on solutions to business problems;
- creating and reviewing IT procedures in order to develop and document standard processes for common workflows;
- participating in IT service desk activities to enable incident responses and resolutions to meet agreed service level targets;
- mentoring, sharing skills and knowledge with other team members in the operational duties performed within the team; and
- participating in infrastructure and service enhancement projects.

## Level of responsibility, direction and supervision

The Senior Information and Communication Technology Officer will receive limited guidance from the Assistant Director, Operations and Support and will exhibit considerable independence in interpreting and evaluating requirements according to the decision-making framework. The Senior Information and Communication Technology Officer has the ability to establish new operational guidelines and/or precedents within area of expertise consistent with relevant policy. The Senior Information and Communication Technology Officer may also supervise a small team of employees, including mentoring and evaluating performance.

Supervisors are responsible for monitoring the work practices and behaviour within their area to promote compliance with: ethical standards; the State Service Code of Conduct and Principles; relevant Work Health and Safety Legislation; the policies, procedures and guidelines issued by the Department; and adherence to the principles of equal employment opportunity.

## Selection criteria

*Relative merit of candidates for this position is assessed using the following selection criteria:*

### 1. Communication

Demonstrates capacity to: prepare straightforward documentation to a high level and provide accurate and well-structured drafts of complex interpretive material, which may require some rework; and liaise effectively internally and externally with the ability to represent Treasury on operational matters.

### 2. Output management

Demonstrates capacity to: plan, organise, schedule and prioritise work for area of responsibility; coordinate resources, related activities and input from others; and foster and contribute to a client focus.

### 3. Conceptual, analytical and judgement

Demonstrates capacity to: use appropriate decision-making strategies to identify solutions to problems; make informed, timely and accurate decisions to provide operational solutions; and provide authoritative advice in relation to activities.

### 4. Leadership and people skills

Demonstrates capacity to: lead, inform, guide and mentor others in area of operation; contribute to a positive team environment and use networks to obtain results; and behave in alignment with and promote Treasury's Values.

### 5. Technical and professional\*

Demonstrates knowledge, skill and ability in relation to the role or the capacity to rapidly acquire competency.

*The above selection criteria are weighted equally for assessment purposes.*

Desirable – completion or partial completion of relevant tertiary qualifications and/or professional affiliation.

**Approved: Rob Hidding, Director**

**Date: 19 August 2022**

*For further information please email [recruitment@treasury.tas.gov.au](mailto:recruitment@treasury.tas.gov.au), or visit [www.treasury.tas.gov.au](http://www.treasury.tas.gov.au)*

## Working at Treasury

We are responsible for managing the Tasmanian Government's financial resources and for implementing strategies to achieve the Government's economic and financial objectives. Treasury is a challenging and exciting place to work. Our mission is to improve the wellbeing of Tasmanians by providing high quality advice to the Government as well as effective and efficient administration of our financial and regulatory responsibilities.

Treasury is a values-based organisation. If your personal and work values are consistent with those developed by our staff, we're sure you'll find Treasury a great workplace. Our decisions and behaviours are guided by the following values and belief statements:

- **Integrity** as it builds confidence, trust and self-respect, and is the foundation of open and honest communication;
- **Excellence** as it challenges us to give our best and brings us recognition;
- **Respect** as it recognises the value of each of us and the contribution we all make;
- **Camaraderie** as it creates a fun and supportive place to be; and
- **Passion** as it inspires us to achieve great things.



## Treasury employment conditions

All roles at Treasury can be undertaken flexibly (up to the hours specified) and we will readily consider proposals to reduce hours or to undertake the hours flexibly or with an altered work pattern. We are interested in developing our staff and supporting them to be the best they can be.

We are an equal opportunity employer and we welcome a diverse range of applicants for our positions. We appreciate the diversity of our employees and value the contribution they make to our organisation. We provide reasonable adjustment, as medically required, to enable inherent role requirements to be met. We promote and uphold the principles of fair and equitable access to employment, promotion, personal development and training. Our workplace has a culture of zero tolerance towards violence against women, and towards any form of family violence.

Treasury seeks to provide a healthy and safe workplace for all employees and the Department has a 'duty of care' responsibility in this respect. Employees have a 'duty of self-care' to ensure that they conduct themselves in a manner that protects the safety, health and welfare of themselves and others in the work environment. This position involves a significant proportion of screen-based equipment work. Treasury is a smoke free work environment.

Treasury is committed to creating, as far as is reasonably practicable, a respectful work environment which is free from inappropriate and disrespectful workplace behaviours, including discrimination, bullying and harassment. 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*).