

Senior IT Consultant - Frequently Asked Questions

What are the values, behaviours, and workplace diversity of the Department for Education, Children and Young People? (DECYP)



Connection



Courage



Growth



Respect



Responsibility

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.

What role does Information and Technology Services provide DECYP?

Information and Technology Services (ITS) deliver contemporary information communication technology (ICT) services focussed to the needs of our clients across a varied and dynamic environment. We provide frontline services and support across every part of Tasmania and our team of 150+ professionals are supportive and collaborative, we aspire to grow, we nurture a diverse and inclusive culture, and we offer a quality working environment to suit a variety of situations.

Can I grow my career at ITS?

As a part of an agency focussed on education, ITS is dedicated to learning and development, with a commitment to supporting lifelong learning for ourselves and our clients. ITS has a strong focus on supporting staff in developing a career pathway that not only supports the individual, but also the business needs of the agency, as these evolve and change.

To facilitate career growth we encourage staff to develop the core practises described below:

- Client focussed customer engagement and support
- Compliance to contemporary IT service management methodologies
- Supporting technology lifecycle management for both hardware and software
- Compliance to Information and data management policies and standards
- Working collaboratively in a values team environment
- Commitment to the obligations of good cybersecurity
- Awareness of project management principles

What will I be doing as a Senior IT Consultant?

As a member of the ITS team you will contribute to outstanding client service outcomes by:

- Taking a lead role in application and IT infrastructure design, and providing consultancy to business units to develop and implement suitable cloud services solutions.
- Providing quality IT project management and advisory services to clients including technical IT architecture and standards.
- Leading, managing, guiding, and coaching assigned staff, including the coordination and supervision of their activities, and the management and services of external contractors and vendors.
- Providing authoritative, specialised advice, and high level support directly to senior management on cloud infrastructure, and business application design and integration strategies.

What skills and experience will I need?

- The ability to design and deploy scalable, secure network architectures that support the contemporary requirements of the agency.
- Experience collaborating with cloud infrastructure and cyber security experts to define strategies that align with business requirements and contemporary technical standards.
- You can embed emerging technologies such as SD-WAN, and DevOps methodologies such as infrastructure as code, into existing and future solutions.
- The skills to analyse new initiatives to determine cost estimations and resource planning, and coordinate vendors to ensure implementation and support of solutions.

What should I put in my application?

If your skills and experience suit this opportunity, you will need to provide:

- Your current resume or CV highlighting your knowledge, skills and experience.
- The contact details of two referees (one must be your current or previous manager) who can confirm your work performance and ability to perform the duties.
- A response to the following questions (maximum 500 words per question):

Question 1

DECYP presents multiple websites to the public from SharePoint Server, SharePoint Online, WordPress, and other bespoke or 3rd party platforms. Outline your philosophy and methodology for how the agency should manage existing and future websites for 180+ school, and 60+ non school business units.

Question 2

The majority of DECYPs 300 physical locations currently run DHCP locally on file / print servers. These servers will be removed over the next year as the file / print workload is moved to cloud services. What are your considerations and recommendations for standardising DHCP delivery and management across the agency?

What should I be careful of in my application?

Your written response to the questions should demonstrate your skills and experience and show you are an excellent candidate for this role. Try not to state just that you have the skills – instead provide evidence and examples of previous work to support your claim. Making a statement that you can do the task or role isn't sufficient to provide evidence.

Who should I contact for more information?

Applicants are strongly encouraged to phone Myles Bingham on (03) 6232 7313 for more detailed information about this role. You can also email myles.bingham@decyp.tas.gov.au but you cannot submit your application by email, you must apply through the web site.