Statement of Duties
Department of Premier and Cabinet
As at 20 March 2018

Position title:	Information & Technology Services
Position number:	002566
Award/Agreement:	Senior Systems Administrator – Projects
Classification level:	ICT3
Division/branch/section:	ITS
Full Time Equivalent (FTE):	1.0
Location:	Hobart
Position status:	Fixed-Term
Ordinary hours per week:	36.75
Supervisor:	Manager ICT

Agency/Department values:

DPAC values underpin our culture and guide our decision making and behaviour. Our values are:

Excellence

We strive for excellence at all times.

Customer-focused

Our customers are at the centre of what we do and how we do it.

Working together

We support and respect one another and work with others to achieve results.

Being professional

We act with integrity and are accountable and transparent

For more information about DPAC visit www.dpac.tas.gov.au

Tasmanian Government

Division profile:

The Information and Technology Services Branch provides information management and technology services to the Department of Premier and Cabinet, including TMD and Ministerial Support Offices.

ITS is divided into four functional areas to achieve this:

1. Online Services: responsible for the technical development, management and support of web sites, web applications and multimedia services.

2. Records and Information Management Services: responsible for the front-end management and support of the Agency's Records Management system and the records it holds. This includes the management of archival and disposal of records in accordance with legislation and Tasmanian Archives and Heritage Office guidelines.

3. IT Client Services: responsible for front-line support of all clients of ITS, including hardware and software support of PC and mobile devices, tier 1 fault diagnosis and resolution, and escalation of faults to higher tier support.

4. Infrastructure and Systems support: responsible for supporting back-end systems and infrastructure including software management systems, corporate business systems, infrastructure systems, networks and IT security.

In addition to managing these core services, the Information and Technology Services Branch is actively involved in the development of policies, procedures, support tools and advice in the areas described above.

Position objective:

Provide consultation and perform project work to a small ICT Services team whose primary roles is to undertake support of Infrastructure, Systems and Network services.

Provide authoritative advice to Branch managers regarding the continual improvement of service delivery standards.

Duties:

1. Responsible for the implementation of efficient and effective delivery of Physical, Virtual and Cloud Infrastructure and network services.

2. Provide consultation to staff responsible for the delivery of components of systems or programs, particularly regarding the escalation of service requests in meeting performance and service delivery expectations.

3. Provide authoritative support and strategic guidance to Branch and Divisional Management in the implementation of strategies and services to meet the negotiated Agency outcomes.

4. Establish strong peer networks and work collaboratively to achieve Branch, Divisional, Agency and Whole of Government objectives.

5. Research and develop strategies for implementation of Disaster Recovery, Risk and Security Management of Server Operating Systems.

6. Preparation and maintenance of effective procedures, support documentation, reports and training material for internal and external clients.

7. Responsible for the authoritative support and guidance to Continual Improvement of systems and services, including undertaking Project, Change, & Release Management activities as appropriate.

Level of responsibility:

Responsible for researching and implementing services that underpin the operational activities of the Infrastructure & Systems team in the effective and efficient delivery of high quality ICT services, within parameters established by the Senior Systems Administrator (Infrastructure & Networks).

A high-level of self-management including setting work priorities and exercising a significant degree of professional judgement and initiative on a day-to-day basis in achieving a customer focused and responsive service for the Department.

Expected to contribute to the development of effective and efficient business practices in the Department and Information Services Branch.

Reporting structure:

Reports to and works under the broad direction of the Senior Systems Administrator (Infrastructure & Networks). The occupant works with a high degree of autonomy within established objectives and in accordance with Government and Departmental policies, practices and guidelines.

Selection criteria:

1. Knowledge and experience using contemporary methods, standards, tools, technical documentation and processes for the delivery of high-availability enterprise infrastructure and systems.

2. Significant knowledge and experience with contemporary technologies that support services offered by DPAC including:

   - Infrastructure specifically; HP, IBM and Dell.

   - Operating systems specifically; Microsoft Windows and Linux.

   - Networking specifically; WANs, LANs, TCP/IP and switching technologies.

   - Database technologies specifically; MySQL, Postgres and MS SQL.

   - SAN and storage.

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- Virtualisation and clustering.

- Infrastructure monitoring and management tools.

- IT Service management frameworks such as ITIL

3. Experience leading a client-focused service team environment, with demonstrated ability to work well under pressure, adapt to changing situations and to provide support to implement change.

4. Well-developed customer engagement skills, with a high level of interpersonal communication and consulting skills.

5. Well-developed problem solving skills with the ability to think creatively, investigate, analyse and develop innovative responses, options and solutions.

6. Demonstrated initiative and innovation with a capacity to exercise sound judgment in decision making (especially in real-time production breakdown situations).

Desirable requirements:

Appropriate tertiary qualification in a relevant field.

Essential requirements:

Nil.

State Service Principles:

Employees should familiarise themselves with the State Service Principles (view at thelaw.tas.gov.au website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

Code of Conduct:

The State Service Code of Conduct (view at thelaw.tas.gov.au website) complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service.

Workplace diversity:

The Department is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. The Department values the unique experiences, knowledge, and skills that our employees bring to their work

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There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals' needs in the workplace.

Workplace health and safety:

The Department is committed to sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the *Work Health and Safety Act 2012* and the *Work Health and Safety Regulations 2012*.

Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;
- Take reasonable care of the health and safety of themselves and others;
- Comply with any direction given by management for health and safety;
- Report all accidents and incidents in a timely manner; and
- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

- A safe working environment;
- Safe systems of work;
- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and
- A commitment to continually improve our performance through effective safety management.

White Ribbon:

The Department is committed to providing a healthy and safe working environment for all employees and has a zero tolerance for violence, including violence against women.