

Office of the Chief Information Officer

Senior Business Systems Support Officer – Statement of Duties

Objective

The position will Support the implementation of the PlanBuild Tasmania in accordance with the policies approved by the Department and within allocated resources and agreed timeframes.

Duties

- Liaise closely with stakeholders and vendors in defining business requirements for the successful delivery of the PlanBuild Tasmania Portal.
- Perform daily monitoring and maintenance of the PlanBuild Tasmania Portal.
- Provide first level support for the PlanBuild Tasmania Portal and triage second level support according to system management procedures during implementation.
- Coordinate contractors providing second and third-level support and manage associated Service Level Agreements.
- Analyse and resolve complex problems and proposed changes to PlanBuild Tasmania Portal.
- Coordinate testing and implementation of new software fixes and releases.
- Develop complex reports based on data recorded in the PlanBuild Tasmania Portal.
- Develop and deliver training in the use of the PlanBuild Tasmania Portal to local system administrators and provide instructions to resolve issues that arise in the use of systems.
- Develop systems management procedures, troubleshooting articles and associated documentation.
- Perform other duties as envisaged by the assigned classification under the relevant industrial award or agreement and in accordance with the skills competence and training of the occupant.

Level of responsibility

- The occupant is expected to act on their own initiative with regard to day-to-day activities. Exercise of independent judgement to resolve complex systems issues.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.

- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- General supervision received from the Project Manager, PlanBuild Tasmania. Expected to be able to use initiative and exercise judgement in resolving issues.

Selection criteria

1. Experience in the maintenance of business-critical IT systems and the demonstrated ability to interpret and analyse information systems data.
2. Proven ability to understand, interpret and document business processes and requirements, and relate these to the capabilities of supporting information systems.
3. Proven ability to review and analyse system changes and defects, co-ordinate the rectification of defects, and manage issues arising in accordance with service level agreements.
4. Well-developed coordination and organisational skills, with a proven ability to resolve conflicting priorities and deal effectively with competing demands in an environment subject to work pressures and change.
5. Well-developed interpersonal and communication skills, including the ability to liaise effectively with a diverse range of individuals, together with proven negotiation and conflict resolution skills.

Essential requirements

- Nil

Desirable requirements

- Bachelor of Information Systems or Bachelor of Business majoring in Information Systems, or equivalent industry experience and qualifications.

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

Position Summary

Title	Senior Systems Support Officer
Number	357192
Award	Tasmanian State Service Award
Classification	General Stream Band 5
Division	Regulation and Service Delivery
Full Time Equivalent	1.0 FTE
Output Group	Office of the Chief Information Officer
Branch	PlanBuild Tasmania
Supervisor	Project Manager, PlanBuild Tasmania
Direct Reports	Nil
Location	Rosny Park
Position category and funding	T450