

Department of State Growth

Statement of Duties

Position Title:	Senior ICT Support Officer
Position number:	371471
Award/Agreement:	Tasmanian State Service Award
Classification level:	Information and Communication Technology Level 2 (ICT2)
Division/branch/section:	Business Services/ ICT & Spatial Services/ Corporate Technology Services
Location:	Hobart
Employment status:	Flexible
Reports to:	Team Leader, Desktop Services

Position Objective

Provide high-level technical expertise and a client focused direction to the Service Desk team; ensure the provisioning and ongoing management of high-level ICT, desktop/user support and service desk services to meet the department's business requirements.

Major Duties

- Provide high-level technical expertise for the corporate desktop/user ICT infrastructure environment, including
 - Device Management - Experience in managing a Managed Operating Environment including networking, PC image management and software package deployment
 - Corporate Application administration and support
 - Identity management - Active Directory, Group policy and DHCP administration
 - MS PowerShell scripting.
- Provide high level support and administration for Office 365 and other AZURE services including AZURE AD, AD Connect, Exchange Online and End Point Manager
- Support PC/laptop hardware/software and peripherals, multifunction/printing devices, mobile devices, IP networking, IP Telephony, and other underlying technologies in line with the Department's ICT Strategy.
- Supervise and mentor a small technical team supporting the Department's desktop/user ICT infrastructure.
- Provide high-level advice on the management, acquisition, installation, maintenance and support of the Managed Operating Environment that enhances the day-to-day operation and security of the Department's desktop environment, including specialist systems, Multifunction devices, video conferencing, Telephony and applications.
- Establish and maintain standards and procedures that enhance the operation of the corporate desktop/user environment.

- Assist in the delivery of corporate technology projects, and the preparation of documentation and advice for various audiences (technical staff, business managers, end users) on ICT infrastructure developments and deployment in line with the Department's ICT Strategy.
- Assist the Cyber Security team with security matters relating to this role.

Scope of Work: (Responsibility, Decision-Making and Direction Received)

The occupant will assist in the supervision of a small team of technical specialists and support a broader group in the provision of high-level tasks to support the Department's ICT Strategy and objectives.

The position directly impacts on the quality of services delivered by the Information, Communication Technology & Spatial Services Branch and is required to provide competent technical input into ICT policies, standards and practices, particularly within the Windows and networking environments.

This position reports directly to the Team Leader, Desktop Services and is expected to exercise a degree of independence and autonomy in day-to-day activities.

Selection Criteria (Knowledge and Skills):

1. Demonstrated high-level technical knowledge, skill and ability in relation to the role or the capacity to rapidly acquire competency.
2. Demonstrated capacity to plan, organise, schedule and prioritise work in the area of responsibility while fostering a positive team dynamic.
3. Demonstrated research, analytical and evaluation skills, including fault diagnosis to resolve technical issues within a corporate PC environment, and developing new solutions to a set of business requirements.
4. Highly developed communication, negotiation and conflict resolution skills and an ability to develop and sustain successful relationships with stakeholders including managers, team members, clients and suppliers.
5. Demonstrated drive, commitment, and flexibility to lead and deliver projects on time and with allocated resources.
6. Proven Leadership and people skills, including the ability to lead, inform, supervise 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 State Growth values.

Position Requirements

Pre-employment

- Nil

Essential

Evidence of the following must be provided prior to appointment to this role:

- A person is to provide evidence that they are vaccinated against COVID-19 or have an approved exemption.

A person is vaccinated against COVID-19 if the person has received all of the doses of a vaccine for COVID-19, necessary for the person to be issued with a vaccination certificate in respect of COVID-19 by the Australian Immunisation Register, or an equivalent document from a jurisdiction outside of Australia.

A person may be granted an exemption from the requirement to be vaccinated against the disease where the person demonstrates –

1. Medical contraindication

A person is unable to be vaccinated against the disease due to a medical contraindication if they:

- a) provide evidence in a form provided and accepted by the Head of Agency from a medical practitioner (as defined by the Australian Immunisation Register as a medical practitioner who can grant a medical exemption) which certifies that the person has a medical contraindication that prevents them from being vaccinated against the disease.

Or

- b) have a medical exemption, that applies to the vaccinations for the disease, that has been recorded on the Australian Immunisation Register, operated by or on behalf of the Commonwealth Government.

2. Exceptional circumstances demonstrated to the satisfaction of the Head of Agency.

The person must continue to satisfy the above essential requirements/qualifications throughout their employment in this role.

Desirable

- Relevant tertiary qualifications or industry recognised qualifications in information science or a related discipline.
- A current full car driver licence

Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The [department's website \(http://www.stategrowth.tas.gov.au/\)](http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is

Our people who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the ***Courage to Make a Difference*** through:

- ***Teamwork*** – our teams are diverse, caring and productive
- ***Respect*** – we are fair, trusting and appreciative
- ***Excellence*** – we take pride in our work and encourage new ideas to deliver public value
- ***Integrity*** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo)
