

Department of Education

STATEMENT OF DUTIES – July 2022

Title	Senior IT Consultant
Number	Generic
Division	Corporate and Business Services
Branch	Information and Technology Services
Section	Enterprise Technology Services
Sub-Section/Unit/School	Infrastructure and Cloud Services
Supervisor	Specified Manager
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 7
Employment Conditions	Permanent or fixed term, full time, 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	Statewide

The Role

Working with business units to undertake consultancies in information technology in **one or more** of the following areas:

- technical lead in the support of IT infrastructure including desktop PC equipment and associated information technology peripherals, networking equipment and servers
- technical lead in the support of business applications software and development projects
- client and customer liaison and support
- cybersecurity services and support
- provision of supervision, coaching, training, and leadership for other IT support staff and clients
- IT consultancy and planning.

Context

Infrastructure and Cloud services team. The main focus of the role is to undertake high level tasks associated with on premise infrastructure and cloud services including support, development and implementation, and assistance with IT projects ensuring they are completed in an efficient and timely manner

ITS Core Practices

ITS has a strong focus of 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.

Core practises

- 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 driven team environment
- Commitment to the obligations of good cybersecurity
- Awareness of Project Management principles

Level of Responsibility/ Direction and Supervision

Through interaction with the Department's business units, this is a leadership role directly responsible for the efficient and effective delivery of improved IT infrastructure and business applications and Information Technology outcomes to clients, including the provision of strategic advice and planning to satisfy changing business requirements.

The occupant operates with a high degree of autonomy in the achievement of specified goals, with broad direction received from the Supervisor. Established decision-making and operational frameworks may require considerable interpretation and initiative to provide effective program and service delivery outcomes.

The department has a range of delegations in operational areas including Finance, Human Resources and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with any specified limitations.

Primary Duties

1. Undertake a lead role in IT infrastructure and work with business units of the Department to provide consultancy, develop and implement IT infrastructure and cloud services solutions that leverage the business opportunities identified in the business analysis process.
2. Provide a quality IT project management and advisory service to clients including technical IT architecture and standards services, ensuring that Departmental IT Infrastructure or development projects are managed effectively, efficiently and in a timely manner.
3. Undertake research, and develop and implement proposals ensuring the efficient and effective use of business application development and/or IT infrastructure/cloud services and/or networking and/or end device management and/or cybersecurity.
4. Manage and provide guidance, coaching and leadership to assigned staff including the co-ordination and supervision of their activities, as well as the management and services undertaken by external contractors and vendors.
5. Provide authoritative, specialised advice and high level support directly to senior management on IT infrastructure and /or business application design and integration strategies.
6. Perform other duties as envisaged by the assigned classification under the relevant industrial award or agreement and in accordance with the skills, competency and training of the occupant.

Selection Criteria

Employment in the State Service is governed by the *State Service Act 2000* and employment decisions must be based on merit. A decision relating to appointment or promotion is based on merit if:

- an assessment is made of the relative suitability of the candidates for the duties; and
- the assessment is based on the relationship between the candidates' work-related qualities and the work related qualities genuinely required for the performance of the duties; and
- the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties; and
- the assessment is the primary consideration in making the decision.

Work-related qualities might include; skills and abilities; qualifications, training and competencies; standard of work performance; capacity to produce required outcomes; relevant personal qualities; and demonstrated potential for future development.

The following specific selection criteria must be addressed by candidates in this context. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. High level expertise and understanding of contemporary information technology principles and practices including a sound understanding of the issues around infrastructure and cloud services.
2. Demonstrated high level project, staff and stakeholder management skills, together with proven leadership skills, including the ability to motivate staff to achieve results within tight deadlines.
3. Highly developed strategic, conceptual, analytical, creative skills with ability to develop options, solutions and recommendations and make sound judgements about the application of information technology to achieve desired business outcomes.
4. Demonstrated high level interpersonal and written skills including communication, presentation and training, negotiation and conflict resolution skills to effectively communicate and articulate complex issues to staff and stakeholders and the ability to write formal project and executive briefs, issues, options and discussion papers and/or produce high quality training material. to p
5. Team leadership skills including work management and scheduling skills with demonstrated capacity to promote teamwork, co-operation, understanding and team development.
6. Demonstrated commitment to a continuous learning and improvement by investigating and undertaking learning opportunities to extend personal skills and experience and by supporting the Department's values based culture.

Requirements

- Essential**
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*. This registration must remain current and valid at all times whilst employed in this role and the status of this may be checked at any time during employment.
 - Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- Desirable**
- Appropriate post secondary qualification and / or industry experience relevant to the role.
 - At least five years experience in the delivery of IT support, advisory and infrastructure services.
 - A current drivers licence.

Working within the Department of Education

The Department is responsible for providing public education, vocational education and training, adult and community education, and library and archive services throughout Tasmania.

Our strategic focus is centered on achieving the Tasmanian Government's priorities for education, training and information services. These priorities are expressed through the goals of the *Learners First: Every Learner, Every Day* Strategic Plan, and the *Libraries Tasmania Strategy*.

Our Commitment	Working together we inspire and engage all learners to learn more every day.
Our Values	Aspiration, Respect, Courage and Growth.
Our Goals	Access, Participation and Engagement; Early Learning; Wellbeing; Literacy and Numeracy.

Our strategies aim to transform the way Tasmanians access education, training and information services, provide a fresh and exciting approach to lifelong learning and build an education system that inspires and supports all learners to succeed as connected, resilient, creative and curious thinkers.

Information and Records Management

All employees are responsible and accountable to:

- Create records according to the business needs and business processes of their business unit or school that adequately document the business activities in which they take part.
- Register documents in an approved Business Information Management System.
- Access information for legitimate work purposes only.

All employees must not:

- Destroy delete or alter records without proper authority; or
- Remove information, documents or records from the Department without permission.

State Service Principles and Code of Conduct

Employment in the State Service is governed by the *State Service Act 2000*. 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. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at

<http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DoE Condition of Use policy statement located at [Department of Education: Information technology policies](#)

Work Health and Safety and Workplace Diversity

The Department is committed to high standards of performance in respect of work health and safety and managing diversity. All employees are expected to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

In accordance with the *Work Health and Safety Act 2012*, all employees whilst at work are expected to participate in maintaining safe working conditions and practices and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of others. All employees are expected to comply with any reasonable instruction given by the Agency to ensure compliance with the Act and collaborate with Agency work health and safety policies, procedures and guidelines.

The Department of Education is committed to providing a safe workplace for all employees and has zero tolerance to all forms of violence.

State Government workplaces and vehicles are non smoking environments.

Category/funding/restrictions: Permanent or Fixed Term. Cost code: Specified for the School/College or Business Unit.

HR Office use only:

APPROVED BY HRM DELEGATE: 960250 – Director Human Resources – July 2022

Request: 7001949

Date Duties and Selection Criteria Last Reviewed: 07/22 VRH
