

## Senior IT Consultant

# Frequently Asked Questions

### ***What are the Department of Education Values?***

We are guided by our [values](#) of [respect](#), [courage](#), [aspiration](#) and [growth](#) in putting our learner's first. We are continuously seeking like-minded people to join us in painting a bright future for Tasmanians. Together we inspire and support all learners to succeed as connected, resilient, creative and curious thinkers.



### ***What role does Information Technology and Services provide Department of Education?***

Information and Technology Services (ITS) including Information Management Support Services provides document, archives, communication and technology services to schools, colleges, Libraries Tasmania, TasTAFE and other business units within the Department of Education.

### ***What is it like to work at ITS?***

We deliver high-quality IT services in a dynamic environment and are dedicated to the needs of our clients. Providing frontline, state-wide IT Services as a business unit we celebrate diversity and inclusion, and our team of IT professionals reflects the clients we serve. Our team environments are supportive and collaborative, and we offer quality working conditions to suit a variety of situations.

### ***Can I grow my career at ITS?***

As a part of the Department of Education, we are dedicated to learning and development, with a commitment to supporting lifelong learning for ourselves and our clients. ITS has core practises that 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.

To facilitate career development, 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?***

You will contribute to outstanding client service outcomes as a member of the ITS team by:

- 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
- 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.
- Undertake research and develop and implement proposals ensuring the efficient and effective use of IT infrastructure and cloud services.
- 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.
- Provide authoritative, specialised advice and high-level support directly to senior management on IT infrastructure and /or business application design and integration strategies.
- 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

## ***What attributes do I need to be successful?***

You need to have extensive experience in design and implementation of cloud technical architecture and outstanding communication and leadership skills. Plus, we are always looking for people who can show initiative and problem solve across the range of tasks and duties. We are on the lookout for people who have had diverse experiences and are able to quickly acquire new skills as business needs evolve and change.

## ***What should I put in my application?***

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

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

**Application Question 1:** Describe your experience and understanding of playing a lead role in modernisation of infrastructure with cloud based services including the benefits and how you dealt with any issues encountered.

**Application Question 2:** Describe a time when you implemented a solution that led to an increase in efficiency or reliability of a cloud based service.

## ***What should I be careful of in my application?***

Your written response to the questions should reflect your skills and experience to demonstrate that 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 encouraged to contact Daniel Sproule by phone (03 6232 7513 or by email to [daniel.sproule@education.tas.gov.au](mailto:daniel.sproule@education.tas.gov.au) for further information.