**Role Description**

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| **Information and Communications Technology Support Officer** | | | |
| **Classification** | HAO3 | **Salary Range** | $73,784 to $82,205 per annum |
| **Location** | Spring Hill | **Status** | Temporary Flexible Full-Time |
| **Work Unit/**  **Branch/District** | ICT Programs & Service Management, ICT Branch | **Division/**  **Region** | Corporate Services |
| **Contact Name & Position** | Jane Adams  Director, ICT Programs & Service Management | **Contact Details** | 3635 3020 |

**Queensland Ambulance Service**

The Queensland Ambulance Service (QAS) is a division of the Department of Health. The Department of Health’s purpose is to provide highly effective health system leadership.

The QAS provides timely, quality and patient focused ambulance services including pre-hospital patient care and related services across Queensland. The QAS delivers sustainable, adaptive and responsive contemporary health care to Queensland.



To find out more about our organisation, please refer to the QAS Applicant Information Kit or visit [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au) or [www.health.qld.gov.au](http://www.health.qld.gov.au).

**Purpose of the role**

The Information and Communications Technology (ICT) Support Officer delivers client focussed ICT support services to the Brisbane-based State Operations Centres (OpCens) and the Metro North and Metro South Regions. The role supports and assists the ICT Officer to deliver ICT services to support the operational and business objectives of the OpCens and the regions. The role also provides advice on optimal use of ICT products and services, as well as guidance on departmental and whole-of-government ICT policies and practices, in consultation with the ICT Officer.

**Key responsibilities**

* Assist the ICT Officer to provide a range of ICT support services, including:
  + - * Basic network support services, including technical support and maintenance relating to desktops, networks, mobile devices, file and print services.
      * Telephone support for computer hardware and software related problems, including the management/prioritisation of calls, allocation of tasks, and the rectification of faults and issues.
      * Software and hardware support and maintenance, including logging of warranty calls.
      * Provision of basic software training to end users.
      * Monitoring and maintaining databases and information management systems, including modification, configuration and quality assurance of information.
      * Maintaining the integrity of the managed operating environment (MOE) in consultation with the interdepartmental ICT service provider, Frontline and Digital Division (F&DD), Queensland Police Service (QPS).
* Assist in the development and implementation of local ICT strategies to optimise the use of available technologies, and the assessment and evaluation of ICT needs and costs.
* Undertake research to keep abreast of contemporary, best practice ICT products and services and propose innovative approaches and solutions for any issues identified.
* Provide advice to OpCen and regional management and staff in relation to ICT policy and procedures, to ensure compliance with applicable departmental legislation, standards and corporate/whole-of-government ICT initiatives.
* Assist with the promotion of relevant ICT policy, standards and best practice, to ensure that ICT systems and standards within the OpCen and regions are reviewed, evaluated and maintained; in consultation with the ICT Officer.
* Establish and maintain strong, productive relationships with F&DD, QPS and assist in the local implementation of statewide ICT projects.
* Assist with the development of technical documentation, including help desk procedures, and provide technical advice to staff in other regions and OpCens.
* Assist in the management and monitoring of Network Attached Storage (NAS) devices installed at regional sites, which includes hardware replacement, printer administration and software distribution.
* Research and recommend ICT equipment purchases, ensuring purchases are in line with corporate purchasing standards and guidelines.
* Assist in evaluating new and emerging technologies for potential application within the QAS.
* Undertake other duties as required.
* Actively demonstrate and promote the QAS’s approach of zero tolerance towards violence and commit to supporting those affected by domestic and family violence in accordance with QAS policies and mechanisms. Model and influence a workplace culture of gender equality, respectful relationships, diversity, inclusion, employee safety and support.
* Fulfil the responsibilities of this role in accordance with Queensland Public Service and QAS values.

**Basis for selection**

We are seeking applicants who, within the context of the role responsibilities, possess the following key attributes:

* Proven knowledge of and experience in the delivery of customer focussed ICT support services for a variety of ICT solutions, in a technically complex operational environment.
* Demonstrated ability to provide reliable technical advice in relation to a range of ICT solutions, products and services and the ability to rapidly acquire a thorough knowledge and understanding of contemporary public sector ICT policies and practices.
* Proven conceptual, analytical and problem-solving skills and the ability to resolve ICT issues through the application of innovative solutions and the effective use of available technologies.
* Well-developed interpersonal and communication skills with a commitment to quality customer service and the proven ability to build and maintain productive relationships with a range of internal and external stakeholders.
* Demonstrated ability to undertake research on emerging ICT trends and technologies to propose effective business solutions and improve efficiency.

**Mandatory/Special conditions/Other requirements**

The following mandatory requirements, special conditions and/or other requirements apply to this role:

* The incumbent will be required to travel to provide onsite support and the possession of a “C” class driver’s licence is required.
* Whilst not mandatory, possession of relevant tertiary or postgraduate qualification/s in ICT will be highly regarded.

**How to apply**

Please provide the following information for initial assessment of your suitability:

1. **Your current résumé** (including a comprehensive employment history with functions or roles performed, dates of employment, major achievements or awards, and tertiary qualifications). **All attachments for online or email applications must be in PDF or Microsoft Word format.**
2. **A two (2) page statement** outlining your suitability for this position, which should include examples and outcomes achieved to demonstrate your suitability for the role. It is a requirement of the selection process that your statement **not exceed two (2) pages in length**.

Applications can be submitted online via the Queensland Government Smart jobs and careers website at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/).

**Please refer to the QAS Applicant Information Kit for information about submitting your application, late applications, withdrawing your application and changing your details.**

**Employment screening**

Pre-employment screening, including criminal and discipline history and clinical practice checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit for further details about employment screening and other employment requirements.

**External Applicants**

For information on the documentation that may be required from an external applicant please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit.

**Additional information**

* The role reports to the Director, ICT Programs and Service Management and the ICT Officer is responsible for the day to day management of the workload and assignment of tasks to this role.
* The role oversees internal and external resources assigned to allocated tasks to complete the minor work packages and/or projects.
* The QAS is committed to maintaining a culture that builds respect, fosters inclusiveness, promotes flexible work arrangements and embraces the unique and diverse qualities of our workforce.
* The QAS stands firm in its position and has zero tolerance for inappropriate workplace behaviour. The [QAS RESPECT](https://www.ambulance.qld.gov.au/respect.html) initiative is designed to foster and promote a culture where employees at all levels feel empowered to ‘step up’ and ‘stamp out’ inappropriate workplace behaviour and provide a positive and safe workplace for everyone.
* The QAS has zero tolerance for child abuse, neglect, and harm, and is committed to ensuring the safety and wellbeing of all children and young people. All employees, volunteers, and service providers in the QAS and Queensland Health system have a responsibility to respect and promote the rights of children and young people.
* The QAS applies the [Public Service Commission’s Leadership Competencies for Queensland](https://www.forgov.qld.gov.au/leadership-competencies-queensland) by empowering all leadership levels to deliver high-performing, innovative and future-focused services, making a positive difference to all Queenslanders.
* A mobile, flexible and agile workforce supports service delivery and employee development. You may seek or may be required to work in alternative locations or undertake alternative duties on a temporary or permanent basis.
* Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment status (e.g. temporary, full-time or part-time).
* Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
* The incumbent may be required to undertake other duties not listed in the key responsibilities, under the direction of the relevant accountable manager.
* Further information about the QAS and applying for a job can be found in the QAS Applicant Information Kit which is included as an attachment in the job advertisement.