

## Role Description

## IT Technical Specialist

### Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.	<b>24028</b>	Content Manager No.	<b>21/621688</b>
Work Unit	<b>Enterprise Technology Services-State Wide ICT Service Delivery</b>		
	<b>Information and Technologies Branch</b>		
	<b>People, Information and Communication Services Division</b>		
Location	<b>Brisbane</b>		
Classification	<b>AO5 Qld Public Service Officers and Other Employees Award - State 2015</b>		
	<b>36 ¼ hour week</b>		
Job Type	<b>Temporary Full-time</b>		
	<b>Temporary period until 28 June 2025, unless otherwise determined</b>		
Salary Range	<b>\$99,752 - \$108,216 per annum</b>		
	Salary is reflective of full-time employment (1.0FTE)		
	<i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>		

### Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, fair and safe workplaces and communities, capable people delivering our vision. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at [www.qed.qld.gov.au](http://www.qed.qld.gov.au)

### Your opportunity

As the IT Technical Specialist you will actively participate in an ICT second level support team in the provision of client solutions and incident resolution. **(SFIA Level 4 – PBMG)**

The IT Technical Specialist reports to the Nominated Supervisor, Information and Technologies Branch, People, Information and Communication Services Division.

### Your role

Responsibilities include:

- Maintain best practice in ICT service delivery and support through the maintenance of currency of knowledge with the latest technologies being offered in the IT industry and undertake specific research and investigations to identify potential benefits for the department.
- Assist with operational responses to emerging needs in collaboration with the leadership group, including assisting other teams as required. **(SFIA Level 4 - ITOP)**
- Assist with queue management functions for IT Service Centre queues, including escalation of requests.
- Undertakes in-depth problem analysis and educates the end user with the objective of maintaining the integrity of departmental ICT services.
- Liaise with all stakeholders in relation to deployments and new technology being implemented.



- Participate in workplace initiatives and other assignments within the IT Service Centre.
- Adhere to quality assurance policies and procedures and government standards and contribute to the development of documentation for operational infrastructure changes and new initiatives.
- Assist in the preparation of written and verbal advice, including briefing papers and technical documentation for the consideration of management and clients in relation to implementation of new technology.
- Communicate on behalf of the agency with clients, or other interested groups, focusing on key points and the use of appropriate language.
- Actively participate in IT Service Centre activities involving installation, expansion or upgrades of the department's infrastructure, systems and services. **(SFIA Level 3 - HSIN)**

#### **Other responsibilities (as required)**

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

### **Competencies – How you may be assessed**

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

#### **Vision:**

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

#### **Results:**

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

#### **Accountability:**

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

### **Additional information**

- This role description works in conjunction with the Candidate Information Package.
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