Statement of Duties

**TITLE:** ICT Assistant

**POSITION NUMBER:** Various

**DIVISION:** Various

**BUSINESS UNIT:** Various

**LOCATION:** Various

**EMPLOYMENT CONDITION:** Fixed Term and/or Casual Register

**AWARD/CLASSIFICATION:** Tasmanian State Service Award, Band 1

**IMMEDIATE SUPERVISOR:** Various

**POSITION OBJECTIVE:**
To provide clerical and operational assistance to contribute to the efficient and effective management of the Information and Communications Technology Services Unit.

**MAJOR DUTIES:**
- Assist with general enquiries from internal/external clients of a range of ICT related issues.
- In conjunction with other members of the Information and Communications Technology unit, provide Servicedesk administrative support including the logging of calls, assigning of jobs to other work units and undertaking basic problem solving with clients.
- Assist with ICT asset management, record keeping, imaging and deployment.
- Assist with diagnostic and system testing of applications as well as web based systems across a range of environments, device and browser technologies.
- Undertake other ICT tasks and assist on project work as required.

**LEVEL OF RESPONSIBILITY:**
The ICT Assistant is responsible for the timely and accurate completion of information and communication technology tasks as directed.

The ability to maintain appropriate levels of confidentiality is expected.

**DIRECTION / SUPERVISION RECEIVED:**
Tasks are guided by established policies, procedures and specific instructions. Receives close supervision and all work is subject to review by the specified supervisor.

**KNOWLEDGE AND SKILL (SELECTION CRITERIA):**
To apply for this position you will need to demonstrate your ability to meet the selection criteria detailed by completing the Casual ICT Assistant Register Application Form.

1. Demonstrated capacity to, or the capacity to gain the ability to, provide effective information and communications technology support and contribute to a professional office environment.
2. Ability to prioritise tasks and meet deadlines.
3. Well developed verbal and written communication skills.
4. A commitment and willingness to work as a member of a team, develop cooperative relationships and be flexible in the performance of allotted tasks.

Department of Economic Development, Tourism and the Arts
Various– Administration Assistant
5. Familiarity with the operation of computer software, internet and related technologies.

6. Commitment to working in a values-based organisation demonstrated by an alignment with the purpose, culture and values of the department and to upholding shared values through appropriate workplace behaviour.

* For potential job applicants, further information on how to address the selection criteria can be found in our Advice to Applicants form which is located at http://www.jobs.tas.gov.au/browse/department/index.php?dept=dedta. Just select the appropriate job you are interested in and you will find the Advice to Applicants form located in the “Job Kit” section of this webpage.

QUALIFICATION AND REQUIREMENTS:

Essential Requirements:
Nil

Desirable Requirements:
Nil

OUR DIRECTION:

The role of the Department of Economic Development, Tourism and the Arts is to lead economic and industry development in Tasmania. We are the first point of contact for companies wishing to establish, relocate, diversify or expand business in Tasmania and jointly deliver marketing and development programs that drive benefits for Tasmania from national and international tourism. We also act as a conduit to State and Australian Government departments, local government and Tasmanian business.

Services to industry and business include: general information on the Tasmanian business environment and industry sectors; marketing Tasmania as a world-class tourism destination; helping businesses to: enter and expand markets outside the State, become more internationally competitive and to commercialise innovative products and services; and facilitation of business investment into Tasmania.

Sport and Recreation Tasmania aims to ensure all Tasmanians have the opportunity to participate in sport and recreation and share in the resulting benefits that accrue to individuals and our communities.

The Tasmanian Museum and Art Gallery (TMAG) aims to provide, promote and facilitate interaction with, and understanding of, the cultural and natural world for present and future generations.

Arts Tasmania’s vision is to make the arts a flagship for Tasmania. Their mission is to develop and promote quality Tasmanian arts practice and infrastructure that achieves international recognition.

Tourism Tasmania’s role is to lead the tourism industry in jointly delivering marketing and development programs that drive benefits for Tasmania from domestic and international tourism.

OUR PURPOSE:

‘Working together to make Tasmania a prosperous, vibrant and healthy community’

WHY WE ARE HERE:

To show leadership for Tasmania and Tasmanians by:

- Being responsive to our clients' needs and helping them to achieve their goals
- Supporting them to succeed domestically and internationally
- Improving their wellbeing and prosperity
- Promoting investment and assisting people to seek market opportunities
- Valuing and promoting human creative capital in underpinning a sustainable economy
- Promoting Tasmania as a world recognised place to live, work, visit, study, trade and invest
- Advising on and implementing Government policy
WORK ENVIRONMENT:

Values

The Department of Economic Development, Tourism and the Arts is a values-based organisation. Our values are:

- We act with integrity
- Our people matter
- We make a real difference

These were developed by staff to underpin the work we do and to guide our workplace behaviour. All employees are expected to demonstrate a commitment to upholding the department’s values.

(For potential job applicants further information on the Department’s values can be found in our Values Information Sheet located at:


The Department of Economic Development, Tourism and the Arts is committed to high standards of performance in relation to Occupational Health and Safety and Diversity Management. All employees are expected to participate in maintaining safe working conditions and practise and promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination. The department is a smoke-free environment.

The working environment in the Department of Economic Development, Tourism and the Arts is governed by:

State Service Principles

The State Service Principles (the Principles) are contained in section 7(1) of the State Service Act 2000. Section 8 of the Act requires Heads of Agency to uphold, promote and comply with the Principles and section 9(13) of the Act requires employees to behave at all times in a way that upholds the Principles.

The Principles are a core element of the State Service and represent the minimum responsibilities of officers and employees. Employees should familiarise themselves with the Principles and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision-making and activities.

Code of Conduct

The State Service Code of Conduct (the Code) is contained in section 9 of the State Service Act 2000. It complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service. The Secretary of the Department of Economic Development, Tourism and the Arts has legislative authority to investigate an allegation of a breach of the Code and to impose sanctions where the State Service Commissioner has determined that a breach has occurred.


Mark Jones  ……………………………………

HUMAN RESOURCES DIRECTOR

Certified Correct  Date  ... / ... / ... / ...
Craig Watson

DEPUTY SECRETARY

Approved / Not Approved  Date  ... / ... / ... / ...