



POSITION DESCRIPTION

General Stream Band 1 to Band 8

POSITION TITLE:	ICT Support Officer
Entity	Legislature - General
Unit	Parliamentary Information, Communication and Technology Unit (PICT)
Reports To (role)	Assistant Manager, ICT Delivery
Direct Reports:	Nil
Award and Band Level	Tasmanian State Service Award General Stream – Information & Communications Technology. (B2-R1-2) – (B4-R2-5)
Employment status	Permanent full-time
Full Time Equivalent (FTE)	1.0
Ordinary Hours per week	Average of 36.75 hours per week with additional reasonable hours as required of the role. The position requires working long and unpredictable hours during sittings of the Parliament and other peak activity periods with work being undertaken outside normal hours. Leave is restricted during these periods.
Location	Parliament House, Hobart, Tasmania

About Us
The Parliament of Tasmania is a meeting place where elected representatives meet to make laws, authorise the expenditure of public funds, scrutinise the government of the day and give a voice to their constituents in the electorates. The Parliament is made up of 3 separate entities consisting of: • House of Assembly – which provides services to the Members of the House of Assembly, including chamber and committee support in the discharge of their constitutional and parliamentary responsibilities as elected Members.

- Legislative Council – which provides services to the Members of the Legislative Council, including chamber and committee support, in the discharge of their constitutional and parliamentary responsibilities as elected Members.
- Legislature -General – which provides joint services to support Members of Parliament, officers, and staff of the Parliament. These services broadly relate to building and facilities, catering and dining, library and research, Hansard and ICT and broadcasting of proceedings.

Why work at Parliament of Tasmania

- A unique opportunity to contribute to democracy in Tasmania
- Develop capability in delivering innovative, responsive, and impartial professional services.
- A supportive environment to enable our people to do their most purposeful and rewarding work.
- Deliver value that makes a real impact
- Generous leave provisions and benefits
- This might be your best role ever

Position Purpose

Parliament ICT is a business unit within Legislature-General that provides ICT, broadcast, security, training, and support services to members and staff of the Parliament of Tasmania.

The role exists to provide customer focused ICT support to Parliament House clients ensuring the continuous operation of ICT, audio, security, telecommunications, and broadcast services.

When required, provide vision switching for the Tasmanian Parliament Broadcast System on sitting days along with other committee hearings and Presiding Officer approved events.

Key Accountabilities

- Provide high-level client support and technical expertise through efficient fault diagnosis, problem resolution, and user assistance in accordance with service standards and Service Level Agreements (SLAs).
- Deliver high-quality live broadcast production, maintaining optimal audio and video in a fast-moving environment.
- Install, configure, maintain, and upgrade ICT infrastructure, systems, and devices — including Microsoft 365, cloud applications, audio-visual, broadcasting, telecommunications, and electronic security systems — ensuring security best practice, reliability, and effective end-user support and training.
- Contribute to the continual improvement of ICT services and systems through solution development, business application support, participation in ICT projects, and the documentation and implementation of standards and procedures.
- Collaborate and build productive partnerships with colleagues, clients, and stakeholders, fostering knowledge sharing, user education, and effective communication across teams.
- Perform any other allocated duties, not specifically mentioned in this document, which are within the capacity, qualifications and experience normally expected from an occupant at this classification level.

Key Challenges

- The incumbent may be required on parliamentary sitting days to work until the last House has risen. System failures and maintenance may result in a requirement to work outside normal hours without prior notification to ensure that disruption to services is minimised.
- Balancing workloads in an environment of uncertain hours of sittings of the chambers and committees, often at short notice.

- Required to work within the policies, guidelines, instructions, and related work practices of PICT; however, there are discretionary elements for which the incumbent can exercise their judgment and discretion in work methods.

Key Relationships

- Assistant Manager, ICT Delivery - report, receive advice and guidance, instructions and report progress against work plans as required. Provide support to achieve operational priorities, exchange information and contribute to decision making. Discuss issues and propose solutions.
- Manager, Digital Innovation and Delivery will provide Strategic leadership, workplan priorities and general direction.
- Work Team - ICT – liaise with colleagues to ensure tasks are completed within agreed time frames; provide guidance and assistance to ensure timely completion of duties and solutions to tasks.

Level of responsibility

- Position is expected to operate with some degree of autonomy in respect to the day-to-day work priorities and is expected to determine matters that need to be referred to the Assistant Manager, ICT Delivery, exercising discretion and judgement on what is appropriate to refer upwards.
- Position is accountable for delivery of assigned work, and accountable for the quality, integrity and validity of the service provided.

Essential requirements

- Demonstrated technical knowledge and practical experience in supporting computer hardware, peripherals, business applications (including cloud services), operating systems, and networks within a Service Desk environment.
- Strong client service, communication, analytical, and problem-solving skills, with the ability to develop clear user documentation, prioritise tasks, and work effectively as part of a small team to deliver timely, high-quality support and training.
- Demonstrated commitment to a continuous learning and improvement culture where team input, innovation and professional learning opportunities are valued and invested in with the capacity to proactively identify and undertake learning opportunities to extend personal skills and experience.
- 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.
- A current Driver's licence (or commitment to acquire in an agreed timeframe) and intrastate travel is required to provide support and assistance in regional offices. Interstate travel as required.
- It is a condition of your employment that you must be an Australian citizen or permanent resident, a New Zealand citizen, or hold a current visa which allows you to work in Australia in a permanent full-time role.
- It is a condition of your employment that you are deemed to be of suitable character. This assessment will be subject to a satisfactory result from a Nationally Coordinated Criminal History Check.
- It is a condition of your employment that you are assessed as being fit for duty to perform the duties of your role. To determine your fitness for duty, you may be asked to provide a declaration of your health status, including disclosure of pre-existing medical conditions.

Desirable requirements

- A general knowledge of the processes and nature of parliamentary procedure.
- ICT related qualifications including industry certificates or progress towards qualifications gained through satisfactory completion of an appropriate course of study at a certificate IV level or above.

Selection Criteria	
Capability Name	Capability Indicators
Judgement, common sense and strategic thinking applied to identify and analyse problems/key issues, determine alternative approaches and assess their consequences, and provide advice and recommendations.	• Understands and solves problems using established procedures. • Makes timely and accurate routine decisions. • Understands where to locate information relevant to work tasks and seeks guidance on non-routine tasks and shows initiative.
Delivers quality results by managing self, time and resources and prioritise work to deliver outcomes on time. Accept responsibility and be accountable for quality of work to both internal and external clients.	• Accurately completes assigned tasks within agreed timeframes and works independently on routine tasks. • Monitors and reorganises own tasks to reflect changes in priority and advises supervisor if delays are imminent or task cannot be completed. • Effectively delivers tasks with a client focus.
People and leadership skills evidenced by working co-operatively as part of a team or group. Manages others effectively, models leadership behaviours and leads by example to deliver positive business outcomes.	• Works effectively in a team and actively participates in team discussions. • Identifies development opportunities for self and applies new knowledge. • Positively receives and responds to constructive feedback.
Communicates effectively with colleagues and external stakeholders adapting communication styles to suit different situations.	• Accurately prepares documentation using clear language. • Clearly and concisely communicates information and messages. • Actively listens to clients and colleagues and considers different ideas and responds appropriately.
Builds & maintains productive working relationships with colleagues, clients and stakeholders (both internal and external) with a demonstrated capability to nurture relationships; facilitate cooperation and partnership; value difference and diversity; and guide, mentor and develop people.	• Establishes co-operative relationships with other team members to achieve outcomes. • Responds appropriately under direction to changes in client needs and expectations. • Understands client needs.
Change responsiveness evidenced by an individual's response and approach to change including their ability to positively adapt, manage and implement change.	• Aware of the need for change and positively participates in change. • Accepts and adapts quickly to change. • Responds positively and effectively to unexpected change.
Professional ethics Demonstrated capability to be ethical and professional.	• Consistently behaves in a manner that complies with our Code of Conduct, Core VALUES, and our policies and procedures. • Recognises impact of own behaviour on others and modifies behaviour accordingly.

	• Develop understanding of own capabilities and seek opportunities for personal and professional development. • Values people for their contribution and diversity.
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