

TASMANIAN STATE SERVICE DELIVERY AND OPERATIONS

ICT Support Officer

DAY IN THE LIFE:

An ICT Support Officer in the Tasmanian State Service is a junior, customer-focused role that serves as the first point of contact for ICT support. The role involves logging, prioritising, and resolving routine IT incidents across hardware, software, operating systems, connectivity, accounts, and peripherals, using channels such as phone, email, tickets, chat, and in-person support. The officer performs basic troubleshooting, user setups, password resets, device configurations, and installations, escalating more complex issues to senior staff while keeping users informed and maintaining accurate documentation in line with Service Level Agreements.

The role also supports day-to-day ICT operations, contributes to hardware and software installation and maintenance, assists with procurement and IT projects, and participates in the continuous improvement of ICT services, applications, standards, and procedures. Strong collaboration with colleagues, clients, contractors, and stakeholders is essential, along with the provision of professional customer service and user education. ICT Support Officers are expected to use initiative and independent judgement when handling non-standard issues, operating with increasing autonomy as experience grows. The role reports to the Team Leader, IT Client Services, with broader direction from the Service Delivery Manager, and supervision reduces progressively as skills and experience develop.

SALARY:

General Stream ICT Level 1 Technician
(RANGE FROM BAND 2 – 4)

\$ 66,049 – 94, 263 per annum

SFIA SKILLS:

Methods and Tools (METL) - Level 3
Demand Management (DEMG) - Level 3
Application Support (ASUP) - Level 3
Infrastructure Operations (ITOP) - Level 3
System Software Administration (SYSP) - Level 3
Systems Installation and removal (HSIN) - Level 3
Network Support (NTAS) - Level 3

Incident Management (USUP) - Level 3
Problem management (PBMG) - Level 3
Asset Management (ASMG) - Level 3
Security Operations (SCAD) - Level 2
Identity and Access (IAMT) - Level 3
Customer Service Support (CSMG) - Level 3



EDUCATION:

Certificate III in Information Technology (ICT30120)
Bachelor/Masters of Information Technology
CompTIA Tech+
CompTIA PC Pro
ITIL 4 Foundations