

# TASMANIAN STATE SERVICE DELIVERY AND OPERATIONS

## Senior ICT Officer

### DAY IN THE LIFE:

A Senior ICT Officer in the Tasmanian State Service provides advanced frontline and second-line ICT support, resolving complex technical issues and supporting junior staff. The role involves diagnosing and troubleshooting high-priority incidents across hardware, software, networks, applications, and enterprise systems, performing complex installations and maintenance, and conducting root cause analysis to prevent recurring issues. A key focus of the role is improving service delivery through the implementation and ongoing enhancement of a contemporary Enterprise Service Management (ESM) model and supporting technologies. This includes driving continuous business process improvements, improving Service Desk efficiency, and supporting reporting and performance against Service Level Agreements.

Senior ICT Officers work closely with internal business areas and stakeholders to identify, document, and refine business requirements, processes, policies, procedures, and training materials related to service delivery. They provide high-level client support, technical expertise, and fault diagnosis, deliver training with a focus on ESM practices, and actively engage stakeholders throughout the design, approval, testing, and rollout of improved processes. The role also includes maintaining and supporting the ESM toolset, undertaking periodic audits, and contributing to the assessment and improvement of application cyber security, ensuring reliable, secure, and high-quality ICT services across the organisation.



### EDUCATION:

Certificate IV in Information Technology (ICT40120)  
Bachelor/Masters of Information Technology  
CompTIA A+  
ITIL 4 Foundations

### SALARY:

General Stream ICT Level 2 Technician  
(BAND 5)

\$ 99,482 – 104,352 per annum

### SFIA SKILLS:

#### **Critical**

Emerging Technology (EMRG) – Level 4  
Specialist Advice (TECH) – Level 4  
Methods and Tools (METL) - Level 4  
Demand Management (DEMG) - Level 4  
Technology Service Management (ITMG) – Level 5  
Application Support (ASUP) - Level 4  
Infrastructure Operations (ITOP) -Level 4  
System Software Administration (SYSP) -Level 4

Systems Installation and removal (HSIN) -Level 4  
Network Support (NTAS) - Level 4  
Incident Management (USUP) - Level 4  
Problem management (PBMG) - Level 4  
Security Operations (SCAD) -Level 3  
Identity and Access (IAMT) -Level 4  
Customer Service Support (CSMG) - Level 4

#### **Desirable**

Asset Management (ASMG) -Level 4

Tasmanian State Service

**DIGITAL**  
**CAREERS**

