



Job Description Form

ICT Operations Graduate Officer - Level 3 (Various)

31 July 2023

Division/Directorate

Various

Branch/Section

Various

Reports to

Manager

Supervises

0

Operational Context:

The Graduate Development Program is a rotational program which offers on the job experience with structured learning and a development program that includes coaching, mentoring, support and networking opportunities across public sector.

The program supports Graduates to develop skills in:

- Analytical, conceptual and research skills.
- Time and project management skills.
- Collaboration and liaison with stakeholders.
- Critical thinking and quality assurance processes.
- Government writing and professional communication with technical and non-technical audiences.
- Job Application and Interview Skills training to assist with career advancement after the program.

Role Overview:

- The Graduate Officer will contribute to and support ICT projects that deliver strategic business outcomes within a team environment.

Role Responsibilities:

Graduate Officers undertake a variety of work tasks and activities to support their development on a rotational basis throughout the Departments.

It is expected Graduate Officers will undertake the following but not limited to:

- Provides support and assists in a range of ICT functions in areas such as ICT Architecture and ICT Infrastructure to ensure business operations can proceed smoothly.
- Assist with the operations and performance of IT and business technologies such as network administration, device management and related software
- Conducting security assessments to identify vulnerabilities and required measures.
- Participate in incident management by participating in incident response and resolution activities, ticket handling and escalation.
- Participate in multidisciplinary, intra/inter-agency teams and support coordination, cross-skilling and collaboration to achieve outcomes.
- Research best practice, including current initiatives and innovations.
- Ensures compliance within Agency project execution framework(s).
- Actively participate in on-the-job learning and training activities provided through the graduate learning and development program.
- Roles may vary with each placement but are all contained in the above general statement.

Corporate Responsibilities:

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Public Sector Code of Conduct.
- Performs other duties as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the Department and complying with all provisions of the *Work Health and Safety Act 2020*.

(The experience, qualifications and behaviours required to fulfil the role)

- Demonstrated innovation and initiative in problem-solving;
- Well-developed conceptual and analytical skills, and the ability to resolve complex problems;
- Strong communication and interpersonal skills and the ability to work collaboratively in a team;
- An ability to prioritise work and meet deadlines; and
- Minimum undergraduate qualification of 3 years (Course requirements completed/due to complete between 2021 and 2023) in science, technology, engineering, math, and/or any ICT related discipline.

Pre-Employment Requirements

To be eligible for permanent appointment to the Department, employees must be eligible to live and work in Australia indefinitely. Employees engaged on fixed term appointments require a valid work visa for the duration of the entire employment contract.

Appointment is subject to:

- 100-point identification check; and
- National Criminal Record Screening Clearance

Certification

GCIO Signature:

People Services:

Date:

Date:

