

GRADUATE – ICT OFFICER

BRANCH/UNIT	Information Communication Technology Group (ICT)		
TEAM	Office of the CIO		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 4		
POSITION NO.	TBA		
ANZSCO CODE	551111	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Graduate Information and Communication Technology (ICT) Officer is responsible for using their broad understanding of ICT to support the development and implementation of a range of ICT projects, program initiatives and other business objectives as part of a structured graduate employment and development program.

3. KEY ACCOUNTABILITIES

1. Undertake a range of ICT policy, project or program support tasks and participate in business process improvements to assist with the day to day operations of the team.
2. Monitor and report on the delivery of projects to assist the team in ensuring milestones and deliverables are met on time, within budget and to agreed quality standards.
3. Undertake research and data analysis to provide advice and contribute to the design and development of ICT solutions to support a wide range of TAFE NSW programs and initiatives.
4. Respond to customer and stakeholder enquiries to maintain good stakeholder relationships through the provision of quality customer service.
5. Acquire and develop knowledge of current legislation, policy and related issues so as to effectively respond to enquiries, requests for advice and to be able to prepare ICT related documentation, reports and correspondence.
6. Apply a broad knowledge of ICT to project, policies and program initiatives in diverse environments to acquire an understanding of operational, policy, regulatory and governance elements and gain a holistic view of the ICT function in TAFE NSW.
7. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
8. Place the customer at the centre of all decision making.
9. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Balancing competing demands to meet project deadlines; and learning and adapting quickly to different work environments, working styles and work assignments.
- Providing effective support and assistance across a varied range of ICT activities in an organisation in transition.
- Building and maintaining solid working relationships with clients, stakeholders, supervisors and colleagues across multiple locations.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Branch Manager and ICT team members	<ul style="list-style-type: none"> Provides support, supervision, direction, assistance and guidance
Mentor	<ul style="list-style-type: none"> Seek professional and personal direction, support and advice.
Digital Career Program Coordinator	<ul style="list-style-type: none"> In conjunction with the placement supervisor, ensure individualised learning and development plan is developed.

	<ul style="list-style-type: none"> Escalate issues, keep informed, advise, receive instructions and provide regular feedback.
Graduate Cohort	<ul style="list-style-type: none"> Share new learnings, concepts and perspectives with each other as well as other ICT Group employees and build a network across TAFE NSW
Stakeholders	<ul style="list-style-type: none"> Liaise to support the development and implementation of projects and policies. Build strong collegial networks within the ICT group and other TAFE NSW business units. Attend ICT graduate events and professional learning and development opportunities.
External	
Stakeholders	<ul style="list-style-type: none"> Liaise to support the development and implementation of projects and policies. Build strong collegial networks within the ICT group and other TAFE NSW business units. Attend ICT graduate events and professional learning and development opportunities.

6. POSITION DIMENSIONS

Reporting Line: Branch Manager and Placement Supervisor

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

- Diploma, Advanced Diploma or undergraduate degree with an ICT focus (completed within the past 12 months).
- Ability to address and meet focus capabilities as stated in the Position Description.

8. CAPABILITIES





NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

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Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan And Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Graduate ICT Officer are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change. Offer own opinion and raise challenging issues. Listen when ideas are challenged and respond in a reasonable way. Work through challenges. Stay calm and focused in the face of challenging situations.
Personal Attributes		
Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way. Take opportunities to clarify understanding of ethical behaviour requirements. Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role. Speak out against misconduct, illegal and inappropriate behaviour. Report apparent conflicts of interest.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English'. • Clearly explain and present ideas and arguments. • Listen to others when they are speaking and ask appropriate, respectful questions. • Monitor own and others' non-verbal cues and adapt where necessary. • Prepare written material that is well structured and easy to follow by the intended audience. • Communicate routine technical information clearly.
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities. • Re-prioritise own work activities on a regular basis to achieve set goals. • Contribute to the development of team work plans and goal setting. • Understand team objectives and how own work relates to achieving these.
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence. • Identify issues that may hinder completion of tasks and find appropriate solutions. • Be willing to seek out input from others and share own ideas to achieve best outcomes. • Identify ways to improve systems or processes which are used by the team/unit.
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks. • Apply practical skills in the use of relevant technology. • Make effective use of records, information and knowledge management functions and systems. • Understand and comply with information and communications security and acceptable use policies. • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.