Skills and Jobs DRAFT

Let us suppose that a group of venture capitalists hears about your project and is so impressed that they wish to fund you to develop it further for say six months. You will be the manager of a team of 4 people to deliver the project outcomes. What position description would be appropriate? Write 4 position descriptions for people that you would employ to take your project to the next phase. You will need to consider what skills are appropriate, which may include specific technical expertise, team work experience, leadership and management techniques, and innovative thinking.

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**Technology Officer**

Role description:

• Follow the defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe, services and workplaces.

• Provide operational support (on-site and remote) sites as required.

• Configure/install/monitor/support/manage the ICT environments by applying high level technical expertise.

• Provide timely support to clients by conducting thorough investigation and diagnosis of incidents and providing remedial action to ensure service levels are maintained.

• Develop, maintain and work within procedures for the maintenance and support of the project.

• Provide excellent customer service by applying effective organisational and communication skills with an ability to negotiate, advise and work collaboratively with others to reach decisions.

• Meet enterprise service levels by applying the incident management processes.

• Ability to supervise staff in the delivery of high-quality ICT support by ensuring standards and procedures are adhered.

**Project Officer**

Role description:

• Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe, services and workplaces.

• Support and coordinate the delivery of specialised and/or small work packages involving IM/ICT, ensuring solutions delivered are responsive to customer needs and sustainable in an enterprise environment.

• Monitor and report on work package activities against agreed criteria.

• Monitor resources and expenditure within the agreed work package budgets against the project forecasts.

• Support risk and issue identification, assessment and mitigation activities by ensuring risks and issues are documented, reviewed and escalated as appropriate.

• Maintain program/project files in accordance with safety regulations and policies.

• Assist with the compilation of project management reports and other general administrative tasks.

• Ensure use of appropriate project management techniques, methodologies and tools in line with regulation and policy.

• Maintain relationships with and between internal and external stakeholders, facilitate effective communications and foster relationships through lessons learned, feedback mechanisms and management of expectations.

**Computer Systems Officer**

Role description:

* Provide technical expertise to the department’s ICT systems, including specifically:
  + Perform administration, maintenance, and support tasks.
  + Undertake capacity reviews, identifying and analysing opportunities for performance and platform tuning
  + Perform defined tasks to proactively monitor critical ICT services
  + Contribute to the planning and implementation of maintenance and installation works.
  + Identify operational issues and contribute to their resolution.
  + Troubleshoot and problem solve.
  + Ensure adherence to Cyber Security best practice.
* Provide a strong technical support capability, ensuring requests align with set standards and procedures, and meet agreed service levels, with the capability to develop and improve operating procedures.
* Functional delivery against the department’s Information Technology Infrastructure Library (ITIL) processes including Incident, Change, Release, and Problem Management in alignment with organisational policies, standards and guidelines.
* Contribute to the development and maintenance of standardised processes, approaches, documented procedures and other related technical documentation.
* Provide advanced skills in the areas of operational responses to emerging needs, fault diagnosis and failures, and proactively initiate remedial action.
* Provide technical information in report format, which can be consumed by team leaders, management and other departmental staff.
* Maintain a high level of quality in the performance of all duties, ensuring adherence to quality assurance expectations, policies and procedures, government and industry standards and best practices, proactively seeking improvements in the way in which work is undertaken.
* Act as an integral part of the departmental ICT operations teams, providing advice and support to other operational teams, regional ICT teams, school representatives and other departmental staff, in relation to fault resolution and new technology development.
* Participate in training and mentoring of team members and peers in the technical processes and services offered within an ICT operations group.
* Maintain currency of knowledge, through research and investigation of the latest technologies being offered in the IT and communications industry.

**Technical Specialist**  
  
Role description:

* Proven ability to participate in a highly skilled technical team providing high-level technical direction, standardisation and support of enterprise infrastructure in a large customer focused organisation.
* High level understanding and working knowledge of relevant technical:  
  o Windows 7, Windows 8.1, Windows 10   
  o Microsoft System Centre Configuration Manager   
  o Directory Services (Microsoft Active Directory and Novell eDirectory)   
  o Active Directory Group Policy administration and configuration   
  o Application packaging (MSI, application virtualisation, scripting technologies)   
  o Printers and printing solutions  
  o Bio Medical Device integration
* Demonstrated skills in the analysis of IT system issues and the formulation, design and provision of appropriate solutions and improvements.
* High-level communication skills to enable effective interaction in individual and group situations.
* Demonstrated ability or the ability to quickly learn processes and procedures