ICT generalist

Queensland Government IT Graduate Program

## An ICT generalist is a broad role, delivering a wide variety of outcomes for government. The ICT generalist uses their broad ICT knowledge to deliver a range of priority objectives to meet business needs. These roles generally move around, picking up extra skills and knowledge on a regular basis in a variety of technical and non-technical roles.

## This means you will have the opportunity to:

* contribute to a wide variety of support roles such as service desk, software and desktop support
* provide research and analysis to inform decisions
* contribute to writing briefs, submissions, reports, presentations and correspondence
* maintain good internal and external stakeholder relationships.

## The ideal candidate will:

* have strong organisational skills and problem solving skills
* have the ability to work and contribute in a team environment
* possess a high level of interpersonal, communication and liaison skills
* have the ability to self manage conflicting priorities and workloads
* have the ability to produce detailed and accurate work including high level writing skills.

## Examples of technical skills and qualifications

**Understanding of:**

* government writing styles
* customer support
* service desk support.

**Qualifications:**

* your degree may be in information technology, data communications, desktop technologies, telecommunications, database management, systems administration and project management.