

Configuration Officer (ASO4)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	People and Corporate Services
	Directorate:	Information Services
	Section:	Service Delivery
Reporting relationships	Reports to:	Senior Configuration Officer
	Direct reports:	Nil

Role overview

The Configuration Officer position resides within the Service Delivery Section of the Information Services Directorate and contributes to the ongoing stability of IT services and the effective provision of a wide range of critical support activities.

The role collaborates across the directorate and third-party providers to initiate, track and progress service improvement and corrective actions. The role ensures that a complete, accurate and reliable configuration management system is maintained and regularly verified, as well as ensuring status accounting is undertaken for all IT assets.

The role is responsible for the data integrity of all ICT assets and monthly ICT asset and financial audit reporting.

The role provides advice and assistance in all matters related to software licensing and undertakes regular auditing and remedial action to manage license compliance.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work together as one team to serve our customers.



Honesty

We are honest, open and act with integrity.



Excellence

We commit to excellence in everything we do.



Enjoyment

We enjoy our work and recognise our success.



Respect

We respect, understand and value the people we serve.

Key outcomes required of the role

- Coordinate a range of assigned discrete programs, projects, systems and/or services that are consistent with agency strategies, policies and priorities and deliver the Section's objectives.
- Training staff where required, coordinating resources and ensuring the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications meets the Section's objectives.
- Liaising and negotiating with internal and external stakeholders and service providers to address concerns associated with, and to progress and provide input into, assigned programs, projects, systems and/or services.
- Undertaking a broad range of research and analysis to provide advice, information and correspondence that supports the delivery of assigned agency programs, projects, systems, policies and/or services.
- Ensuring that all configuration items are maintained within agreed limits in a central repository and are regularly reconciled for audit and validation purposes.
- Ensure that all requests for configuration items (hardware and software) are maintained and executed in an effective manner and that good financial processes and decision making is applied to requests.
- Undertake regular auditing and reporting on all ICT Configurations in use across the agency and provide trend reporting on usage and recommendations on noncompliance/non usage, trends, etc.
- Contributing to a high standard of customer service for internal and external clients and quality management risk.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- Some out of hours and weekend work may be required.

Educational qualifications / licenses

- ITIL Foundation Certification

Technical capabilities

The following technical capabilities required for the role contain information from the [Skills Framework for the Information Age](#) with the permission of the SFIA Foundation:

Configuration management (CFMG): Verifies and approves changes ensuring the protection of assets and components from unauthorised change, diversion and inappropriate use. Ensures that users comply with identification standards for object types, environments, processes, life cycles, documentation, versions, formats, baselines, releases and templates. Performs audits to check the accuracy of the information and undertakes any necessary corrective action under direction (**Level 3**).

Service level management (SLMO): Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions (**Level 4**).

Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

Stream 2: Leader

Stream 2 roles would typically consist of supervisors and senior team members, including those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Is flexible in approach, responding quickly and positively to change, showing courage and resilience while supporting others.
- Takes initiative to progress and deliver work outcomes while contributing to Information Services goals.
- Manages customers' enquiries by utilising a sound knowledge of related ICT frameworks (e.g. ITIL), as well as related government programs, policies and/or legislation that impact on the functions of the role and the Agency.
- Well-developed communication skills, including the ability to liaise effectively at all levels, listen to team members, service providers and customers, resolve conflict, contribute to successful and positive negotiations, and formulate solutions to problems.
- Demonstrated ability to process high volumes of quality accurate detailed work, and produce information required for reporting and process improvement.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

Approved

Signature: _____ Date: _____

Director, Information Services

People, Culture and Capability Use Only	KNet ID: 14829954	ANZSCO code: 5999	Position number: M37037, P36628, M36848, M37307
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