



Government
of South Australia

Department for Infrastructure
and Transport

Information Services Graduate (ASO3)

Role statement

Organisational alignment	Division:	People & Corporate Services
	Directorate:	Information Services
	Section:	Business Solutions / Assurance
Reporting relationships	Reports to:	Respective Section Managers
	Direct reports:	Nil FTE

Role overview

The Information Services Graduate will play a vital role in supporting the Information Services Directorate in various functions to ensure the effective development and management of information technology systems and infrastructure of the Department for Infrastructure and Transport (the 'Department').

This entry level pathway will provide the Graduate with an opportunity to apply academic knowledge and gain practical experience in the crucial field of information and communication technology management. They will also build a capacity to provide support and advice to enable the delivery of a comprehensive range of information technology and management, systems and governance services and support Information Services projects and initiatives.

The Graduate will engage with various stakeholders, including agency representatives, other Government Departments and employees to support successful program outcomes aligning to information services policies and legislation requirements.

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

- Undertake a range of functions associated with information and communication technology services, projects policies, systems and related processes.
- Assist with the development, implementation and review of relevant policies, guidelines and procedures to meet program or section goals and objectives.
- Undertake research and analysis to provide advice, information and assist in the preparation of correspondence and reports, including recommendations that support the delivery of assigned agency programs, projects and policies.
- Apply problem-solving skills to identify, analyse, and resolve complex issues related to information and communication technology services and systems
- Collaborate with all areas within the Directorate and share information and ideas to assist with the alignment of information services policy and governance functions.
- Utilise project management principles to collaborate and seek input on the design, implementation and review of information services systems and initiatives.
- Liaise and negotiate with internal stakeholders to obtain feedback and contribute to the resolution of issues in order to progress information and communication technology programs, projects, systems or services.
- Build relationships with stakeholders and contribute knowledge to resolve information services matters in a day-to-day environment.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with the department's 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.
- Some intrastate travel may be required.
- Australian Citizen, Australian Permanent Resident, or have an appropriate visa that allows you to work in Australia.

Educational qualifications / licenses

- Bachelor of Computer Science or other like discipline is essential (completed within the last three years of your application date, or qualification has been completed prior to employment).

Technical capabilities

- Nil.

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 1: Team member

Stream 1 roles would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

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.

- Listens and responds to customers' needs using clear and concise communication, tact and diplomacy, and maintains a high degree of confidentiality.
- Consistently manages high volumes of work, pays close attention to accuracy and detail and meets targets within deadlines.
- Sound knowledge and relevant skills associated with the span of assigned functions including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role.
- Ability to exercise analytical, problem-solving and research skills to evaluate information, identify and resolve issues, provide advice and communications, and develop clear correspondence and reports with recommendations that meet deadlines.
- Proven ability to work under general direction, independently or as part of a team, plan and organise activities, set priorities, use initiative and judgement in the interpretation of policies and procedures and achieve objectives within deadlines.
- Proven ability to communicate clearly and concisely with a wide range of people including the ability to listen to stakeholders, handle sensitive or difficult issues with tact and diplomacy and maintain a high degree of confidentiality at all times.
- 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: 21121160	ANZSCO code: 2611	Position number: Multiple
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