



## Role description

Position title: Graduate Project Support Officer (ICT)

Type of vacancy: Permanent/Full-time

Division/Business group: Corporate Services, Information and Technology Management

Classification: PO2

Salary range: \$1,996.00 - \$2,554.70 per f/n

Job Ad Ref (JAR): ERM/ICT/BNE2012

Closing date: 3 November 2011

Location: Woolloongabba, Brisbane

Contact officer: Donna Walsh, Ph:3330 4371

Total remuneration: \$52,074 - \$66,650 p.a

## Working for DERM

When you work for the Department of Environment and Resource Management (DERM), you will contribute to conserving and managing the state's natural environment for the benefit of all Queenslanders. Our tasks include promoting sustainable living and resource use, encouraging land managers and the rural industry to take an integrated approach to managing soil, water and vegetation, and strengthening Queensland's response to climate change.

Our key areas of responsibility are:

- Water – securing the quality and supply of water
- Climate change – preparing for the impacts of climate change
- Land – managing land and vegetation (including land titling and administration of native title)
- Environmental services – building resilience in natural landscapes and conserving our natural and cultural heritage.

DERM has a culture which values results, professional growth, workforce diversity and a healthy balance between work and life commitments. As a DERM employee, you will be actively encouraged and supported as an individual and will have access to a range of flexible work practices, learning and development opportunities, and study assistance.

For further information about our department visit our website <http://www.derm.qld.gov.au/about/index.html> .

## About this role

A DERM graduate position offers you the chance to apply your knowledge and skills whilst continuing your learning through a comprehensive learning and development program in your graduate year. You will have the opportunity to work with experts and professionals in your field, work with leading- edge science and technology and access a range of resources.

A graduate project support officer (ICT) is responsible for the coordination and contribution to a range of activities in support of projects. This role can be responsible for the development and implementation of project plans, policies and solutions, whilst also contributing to issue resolution and escalation, research and analysis activities and planning and monitoring activities.

I&TM has four sections: Strategy and Client Services, Business Support, Infrastructure Services and Business Solutions.

## Duties of the role

To achieve the outcomes required by this role, you must be able to:

- Develop and maintain constructive working relationships with clients, stakeholders and multi-agency/disciplinary teams between Information and Technology Management and the business areas of the department
- Liaise with clients in relation to work requests, problems and support
- Assist in the investigation and resolution of issues relating to ICT applications
- Identify and analyse issues relevant to Information, Communication and Technology contributing to the recommendation of improvements
- Assist with compiling project management reports, maintaining program and project files and support to project boards
- Assist in monitoring and tracking the project deliverables and outcomes including preparation of highlight and checkpoint reports in relation to budget, schedule and resources

## Key attributes

Within the context of the duties described above, the ideal applicant will be someone with:

- An ability to research, review information, analyse data and contribute to the development of ICT solutions and strategies. (SFIA skill: PROF 2; RSCH 3; ITOP 2)
- An ability to develop good working relationships and networks with stakeholders and contribute as an effective team member through collaboration and maintaining mutually beneficial relationships.
- Written and oral communication skills with an ability to prepare reports, papers and correspondence which is appropriately targeted to a range of audiences.
- An ability to effectively prioritise and manage workloads to meet deadlines and demonstrated flexibility in responding to changing priorities

## The graduate program

The DERM Graduate Program is an 11 month development program designed to provide training and development in a range of areas including;

- Induction to DERM
- Indigenous and cultural awareness
- Project planning and management
- Stakeholder engagement
- Personal effectiveness
- Career planning.

The program provides access to a wide variety of networks including fellow graduates and staff within the Department. Your work experience combined with the formal training and development you receive will ensure a smooth transition into DERM and equip you with the knowledge, skills and abilities to kick start your career.

The development program commences in February 2012. Successful graduates are therefore required to commence full-time employment with the Department no later than January 2012.

## Mandatory requirements

### Qualifications

To be considered for appointment you must have a degree or higher qualification in information technology, corporate systems or business (with a major in information technology or related field as deemed by the Director General). You must be completing your degree this year or have completed your degree **since January 2010** to be eligible for this graduate position.

If your qualification is from an overseas institution, you will need to attach a certified copy of the official recognition to your application (email [skillsrecognition@deta.qld.gov.au](mailto:skillsrecognition@deta.qld.gov.au) for more information about obtaining official recognition of your overseas qualification).

### Citizenship/visa

See 'eligibility' criteria on the DERM graduate homepage.

### Additional factors

Your application will remain current for up to 12 months.

ICT areas within DERM have adopted the [Queensland Government ICT Skills Framework](#) which combines the [QPS Capability and Leadership Framework](#) and the Skills Framework for the Information Age (SFIA), under licence from the SFIA Foundation. Further information on the SFIA can be accessed at [www.sfia.org.uk](http://www.sfia.org.uk).

## How you will be assessed

We need three (3) pieces of information from you to make an initial assessment:

1. Your current resume
2. A copy of your most recent university academic transcript
3. A two page response to the below questions:

Q1 Describe a situation/task where you have worked in a team. What were some of the challenges and how did you overcome these to achieve a positive outcome?

Q2 What do you think are the essential skills for effective communication?

Q3 Describe an occasion where you have used your research and analytical skills to contribute to a project.

Use examples from your study, work experiences or life experiences to date. Your answers should be clear and concise and give specific and accurate information on your skills and abilities. Limit each response to 300 words. Please place the job add reference (JAR) at the top of the page to ensure your application is in the correct pool.

The selection panel will assess your ability to perform the work required of the position based on your statement, transcript and resume.

Referees may be contacted to verify the information you provide and to comment on how well you demonstrate the personal attributes being sought.

## How to apply

**Online**—please follow the steps below:

1. Complete the online application form on the graduate portal: [www.graduates.qld.gov.au](http://www.graduates.qld.gov.au) \*
2. Upload your application (a maximum of three (3) files) using the online system. Please ensure you click the “Submit” button when completed.

\* **Note:** if you have already completed your online portal application, please email the remaining documents for your application to [DERMgraduateprogram@derm.qld.gov.au](mailto:DERMgraduateprogram@derm.qld.gov.au) and list the job ad reference in the subject of your email.

## Organisational structure

