

Technical Specialist

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	ASO5	DIRECTORATE:	Information and Communications Technology
REPORTS TO:	Infrastructure Team Lead	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Technical Specialist is a role within the Department for Child Protection (DCP) and is accountable to the Infrastructure Team Lead for undertaking a range of activities associated with the management of IT Infrastructure within DCP. The Technical Specialist will provide expertise and an up-to-date knowledge of IT hardware and software and will provide second and third level help desk support and problem resolution. The role will also coordinate projects and undertake significant initiatives on behalf of the Infrastructure and Support team.

YOU WILL BE ADDING VALUE BY:

1. Provide comprehensive technical support in the areas of desktop hardware and software applications including maintaining appropriate documented procedures for dealing with second and third level support request.
2. Provide a high-quality service delivery approach to all DCP clients to ensure business needs are addressed effectively.
3. Provide comprehensive technical support to administer cloud platforms (e.g. Azure, AWS) and other approved government cloud services.
4. Provide comprehensive technical support in the areas of Hyper-V, Linux and Microsoft Windows server hardware and software platforms.
5. Provide comprehensive technical support in the areas of desktop application and standard operating environment (SOE) management utilising enterprise endpoint management, application deployment and operating environment management toolsets
6. Liaise with external service providers on a technical level for the resolution of hardware and software faults and other relevant matters to maintain quality customer service.
7. Monitor and give priority to the resolution of escalated problems referred by the Support Group ensuring that users are kept informed on the status of requests.
8. Provide a current Standard Operating Environment for the various Windows based desktop equipment and laptops including the implementation of programs to enhance network management.
9. Assist in the ongoing maintenance and upgrade of all servers, desktop and network infrastructure to the current supported products, including the tracking of assets.
10. Support a widely distributed Local Area Network and Wide Area Network environment including file servers and other storage devices.
11. Specify, plan and verify that installed network infrastructure in departmental sites is sufficient to meet requirements for the foreseeable future.
12. Maintain an understanding of the availability and applicability of emerging technologies, IT hardware and software products, systems, and standards and identify opportunities for the team to undertake research and development projects.
13. Examine and review existing IT systems, procedures and practices to meet the changing business needs and user requirements.
14. Participate in the development of plans and business cases for new services and service improvement and undertake special projects and initiatives as allocated.
15. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
16. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.



WHO YOU WILL WORK WITH:**Internal**

- Infrastructure Team Lead (line manager)
- Infrastructure and Support Team
- ICT Directorate
- DCP staff, business units and sites

External

- Internal and external stakeholders and service providers

QUALIFICATIONS**Essential:** Nil**Desirable:** Relevant qualifications in Information Technology**YOUR CAPABILITIES:**

- Proven ability to provide technical expertise in configuration, problem resolution, application testing and support of enterprise infrastructure, server platforms, virtualisation technologies and endpoint management solutions.
- Demonstrated ability to respond to customer IT problems by undertaking analysis and providing effective solutions.
- Demonstrated experience supporting enterprise infrastructure services, including cloud and hybrid environments.
- Demonstrated experience managing the execution of hardware and software rollouts and upgrades in a large organisation with a wide range of customers across a number of locations with varied and complex requirements.
- Excellent interpersonal and written and verbal communication skills including proven ability to negotiate effectively with a broad range of staff and stakeholders, working cooperatively within a team and developing and delivering clear and appropriate information, support material and presentations.
- Demonstrated experience in developing technical and non-technical documentation including policies and procedures, incorporating business requirements into the review of IT infrastructure.
- Demonstrated sound knowledge of desktop operating systems, endpoint management platforms and server operating systems; Local Area and Wide Area Network environments; hardware and configuration of installed components and drivers; and networking principles, infrastructure and client applications.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.



OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Infrastructure Team Lead.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The **Technical Specialist** will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

- **SFIA Business Skills: Enable**

Autonomy	• Works under general direction within a clear framework of accountability. • Exercises substantial personal responsibility and autonomy. • Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work.
Influence	• Influences customers, suppliers and partners at account level. • Make decisions which influence the success of projects and team objectives. • May have some responsibility for the work of others and for the allocation of resources. • Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. • Facilitates collaboration between stakeholders who share common objectives. • Participates in external activities related to own specialism.
Complexity	• Work includes a broad range of complex technical or professional activities, in a variety of contexts. • Investigates, defines and resolves complex issues. • Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.
Business skills	• Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners. • Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism. • Demonstrates an awareness of risk and takes an analytical approach to work. • Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. • Contributes specialist expertise to requirements definition in support of proposals. • Shares knowledge and experience in own specialism to help others. • Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others. • Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary.
Knowledge	• Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary.



	• Has gained a thorough knowledge of the domain of the organisation. • Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. • Rapidly absorbs and critically assesses new information and applies it effectively.
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SFIA professional skills:

PBMG (3)	• Investigates problems in systems, processes and services. • Assists with the implementation of agreed remedies and preventative measures.
AVMT (4)	• Analyses service and component availability, reliability, maintainability and serviceability. • Contributes to the availability management process and its operation. Performs defined availability management tasks. • Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. • Implements arrangements for disaster recovery and documents recovery procedures. • Conducts testing of recovery procedures.
DESN (4)	• Designs system components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology. • Identifies and evaluates alternative design options and trade-offs. Creates multiple design views to address the concerns of the different stakeholders and to handle functional and non-functional requirements. • Models, simulates or prototypes the behaviour of proposed system components to enable approval by stakeholders. • Produces detailed design specifications to form the basis for the construction of systems. • Reviews, verifies and improves own designs against specifications.
ITOP (4)	• Provides technical expertise to enable the correct application of operational procedures. • Contributes to the planning and implementation of infrastructure maintenance and updates. • Implements agreed infrastructure changes and maintenance routines. • Uses infrastructure management tools to determine load and performance statistics. • Configures tools and/or creates scripts to automate the provisioning, testing and deployment of new and changed infrastructure. • Maintains operational procedures and checks that they are executed following agreed standards. • Investigates and enables the resolution of operational issues. Provides reports and proposals for improvement, to specialists, users and managers.
HSIN (4)	• Undertakes or supervises complex installations and de-installations of systems or components, including handover to the client. • Develops procedures and standards for installation and handover to maintain and improve the installation service. • Schedules installation work around client priorities and resource availability. • Ensures adherence to established safety and quality procedures.



OFFICIAL

PROG (2)	• Designs, codes, verifies, tests, documents, amends and refactors simple programs/scripts. • Applies agreed standards and tools to achieve a well-engineered result. • Reviews own work.
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YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT SEPTEMBER 2026



Government of South Australia
Department for Child Protection