Attachment 17

ACT Public Service

WORK LEVEL STANDARDS

Classification: Information Technology Officer

ACT Government

INTRODUCTION TO ACTPS WORK LEVEL STANDARDS

Work level standards (WLS) describe the distinctive elements of work at each classification level. They are a statement of the broad job requirements and operating context, the typical duties, and the qualifications, skills and experience required of each classification level.

WLS are not supposed to be a comprehensive list of responsibilities and duties for each classification level. Roles will not necessarily involve all of the examples listed in the WLS.

The current WLS have been developed using multiple sources of information to ensure they suitably reflect and are relevant to the operating context within which the classification group is currently operating within.

The descriptions of the functions and characteristics consider the wide-ranging nature of work that occurs within the ACTPS. They should be considered as general in nature and will require some interpretation based on the broad job context and conditions within which the functions and characteristics are performed.

The WLS consist of the following three elements:

1. **Characteristics** contain general statements about the broad job requirements and operating context for each classification level. They are described in *work value* terms, using the four key elements of the ACTPS Work Value Framework:
   - Responsibility and accountability
   - Physical nature of work (where applicable)
   - Cognitive nature of work
   - Social nature of work
2. **Functions** detail the typical duties and provides examples of the types of tasks and/or functions performed at each classification level.
3. **Qualifications, skills, and experience** detail the general type and extent of the qualifications, skills and experience expected at each classification level.

HOW ARE WORK LEVEL STANDARDS RELEVANT?

The ACTPS WLS:

- Provide a common language across work areas and Directorates within the ACTPS.
- Support sound decision-making for role design and classifications.
- Help employees understand what is expected of them in their role.

The main uses for WLS include:

- **Role classification** – for example, a new role is being created and the WLS are used to determine what classification the role should be.
- **Role design or re-design** – for example, the operating context a role is working within has changed and the role needs to be re-designed to reflect the changes.
- **Evaluation of work value** – for example, when the requirements of a role have changed they should assessed using the *ACTPS Work Value Assessment Framework* to determine the most suitable classification level.
- **Developing a position description or job advertisement** – for example, when advertising to recruit for a role, the WLS can be used to describe the key requirements associated with the role.

- **Learning and development** – for example, an employee who wants to progress to a higher classification level can use the WLS to identify the areas where they need to gain more experience.
- **Performance management** – for example, a manager can use the WLS to set performance expectations related to the role and classification level with their team members.

USING WORK LEVEL STANDARDS AND WORK VALUE ASSESSMEN TOOL FOR CLASSIFYING A ROLE

Assessing a role for the purposes of classification involves objectively evaluating a role based on information and evidence gathering and mapping against the ACTPS Work Value Assessment framework features which can be found in the *ACTPS Work Value Assessment Tool*. Information and evidence gathering includes activities such as reviewing position descriptions and interviewing or surveying individuals within a role and those supervising the role.

It is important to note the *ACTPS Work Value Assessment Tool* provides an assessment of work value only. To determine what classification a role best fits within, a review of relevant work level standards will also need to be undertaken. Work level standards capture the way in which tasks, responsibilities, skills, and experience differ across classifications.

There are also additional considerations, such as market conditions, that are important when it comes to determining remuneration for a role.

An example of how the work value assessment, work level standards, and other considerations all form part of determining the classification for a role is depicted below.
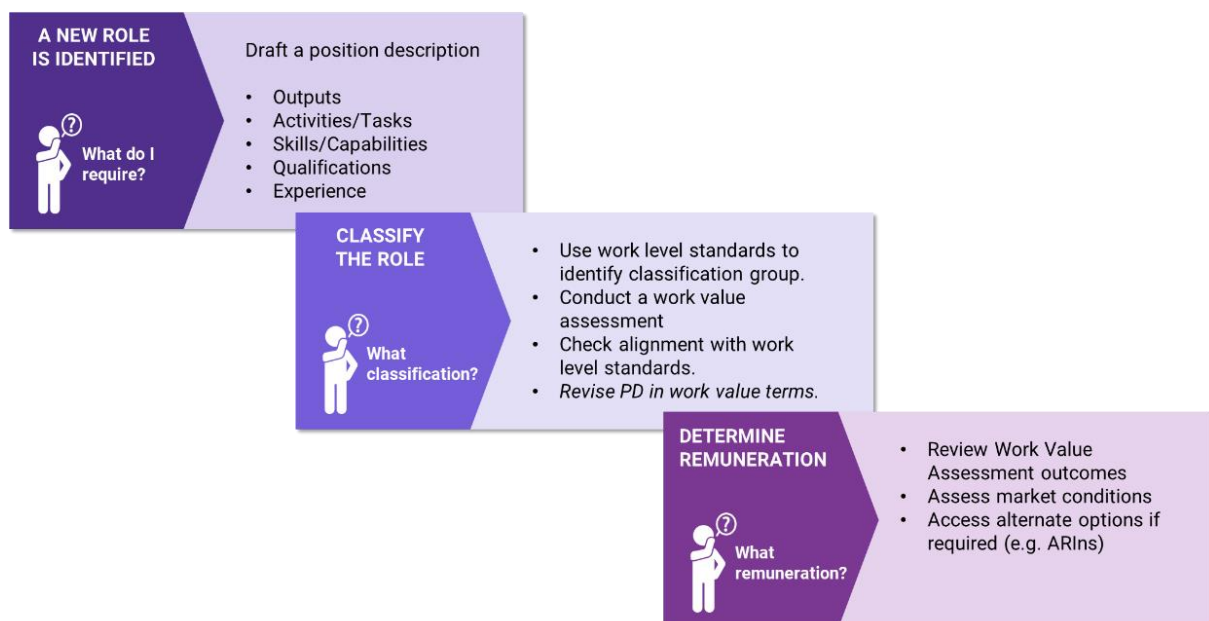
Appendix A of this document provides a set of recommended work value scores for this classification group that should be used in line with the guidance provided in the *ACTPS Work Value Assessment Tool*.

SUMMARY

Characteristics

The following table outlines the differences between the Information Technology Officer Classification levels in terms of the work value factors (*refer to the ACTPS Work Value Assessment Framework for further details*).

WORK VALUE FACTORS	ITO 1	ITO 2	SITO C	SITO B	SITO A
Organisation of work	Low Responsibility	↑Limited Responsibility	→Limited Responsibility	↑Moderate Responsibility	↑High Responsibility
Implications of failure	Minor	→Minor	↑Moderate	→Moderate	↑Major
Autonomy and decision making	General Supervision	↑Limited Supervision	→Limited Supervision	↑Limited Direction	↑Broad Direction
Accountability	Low	↑Limited	↑Moderate	↑High	↑Very High
Physical Environment	Low	→Low	→Low	↑Limited	→Limited
Degree of Physicality	Low	→Low	→Low	→Low	→Low
Cognitive complexity	Procedural Complexity	↑Moderate Complexity	→Moderate Complexity	↑High Complexity	→High Complexity
Application of knowledge and skills	Intermediate	↑Substantial	→Substantial	↑Highly Developed	→Highly Developed
Mental Stress	Very Low Exposure	↑Low Exposure	→Low Exposure	→Low Exposure	↑Moderate Exposure
Team environment	Moderate Interaction	→Moderate Interaction	→Moderate Interaction	→Moderate Interaction	↑High Interaction
Customer and client relationships	Routine Service	→Routine Service	↑Moderately Complex and Sensitive Service	→Moderately Complex and Sensitive Service	↑Complex and Sensitive Service

↑ Higher work value than the lower Classification level   → Equivalent work value than the lower Classification level

Work Level Standards – Information Technology Classification

Functions

There are many typical functions which are similar across the levels with the key differences relating to the additional managerial, advisory, and specialist activities required for higher-level roles (from the SITO C level upwards). Whilst many of the duties are the same description between levels, the differences are evident when overlaid with the characteristics of the classification level i.e., the complexity of the issues being managed or solutions being implemented will be higher as levels increase.

Qualification, skills, and experience

All levels require a tertiary qualification specialising a relevant ICT subject area. For ITO 1 and ITO 2 levels significant relevant work experience (2 or more years) can be applied in the absence of a tertiary qualification.

All levels require knowledge, technical skill, and practical experience in a relevant ICT subject area. The amount/degree of knowledge, skill, and experience increases by level.

All levels require an understanding of relevant legal statutory, regulatory and policy frameworks. The degree of understanding in the frameworks increases by level.

INFORMATION TECHNOLOGY OFFICER 1

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have little or no supervisory responsibilities.
- Have responsibility for use of own resources in line with established procedures and practises.
- Incur minor consequences arising from failure to effectively undertake the required work because there are mitigations in place to prevent major consequences occurring.
- Work under general supervision.
- Conduct work independently within established procedures and guidelines.
- Be accountable for setting own priorities for completion of allocated tasks and compliance with set procedures.
- Be accountable to an immediate supervisor for their own work.
- In some circumstances be responsible for providing advice to other employees on procedural and less technical issues related to the immediate work area and identifying and managing risks that affect day-to-day tasks.

Physical nature of the work

Work at this level would typically involve:

- Operating in a work environment that is comfortable, stable, and consistent.

Cognitive nature of the work

Work at this level would typically:

- Be generally straightforward and relate to a broad range of tasks.
- Be completed via the application of well-established principles, practices, and procedures in combination.
- Involve problems that may have some complexities yet are broadly similar to past problems with solutions generally being found in documented precedents, or in rules, regulations, guidelines, procedures, and instructions.
- Require practical and procedural knowledge across a technical or specialist area.
- Require an understanding of relevant statutory, regulatory and policy frameworks to draw conclusions, interpret and apply guidance material and resolve recurring problems.
- Be stable in terms of effort and not exposed to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members.
- Providing advice and support to team members.
- Occasional reliance on other team members to complete simple and straightforward tasks.
- Occasional interaction with other teams within the organisation.
- Communication with and provision of information and advice to a range of stakeholders.
- Applying standard procedures to meet stakeholder requirements and solve stakeholder problems.
- Delivering an effective customer service on routine matters and provide quality accurate and consistent advice.

- Representing the work area at internal meetings and external meetings.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

- Provide ICT technical support, advice, and problem resolution for customers.
- Assign incidents, requests, and tasks to relevant subject matter experts for resolution.
- Provide application support including investigation and resolution of issues and performance monitoring.
- Provide network maintenance and support services including investigation and resolution of issues and performance monitoring.
- Incident management including processing and coordination of responses to incident reports and monitoring resolution.
- Support the operation of IT infrastructure including maintenance, installation, and problem resolution.
- Assist in the lifecycle management of ICT assets.
- Installation, testing, implementation or decommissioning and removal of cabling, wiring, equipment, hardware, and associated software.
- Testing of hardware and software components, resolution of malfunctions, and recording of results.

Examples of the types of roles that align to these functions include: ICT Application Support Officer, ICT Customer Support Officer, and Web Administrator.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- A tertiary qualification specialising a relevant ICT subject area or significant relevant work experience (2 or more years).
- Substantial knowledge, technical skill, and practical experience in a relevant ICT subject area.
- A well-developed understanding of relevant legal statutory, regulatory and policy frameworks.

Work Level Standards – Information Technology Officer

INFORMATION TECHNOLOGY OFFICER 2

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have limited supervisory responsibilities. There may be a requirement to provide advice and guidance on procedural matters.
- Have some direct responsibility for resource management in-line with established procedures and practices.
- Incur minor consequences arising from failure to effectively undertake the required work because there are mitigations in place to prevent major consequences occurring.
- Work under limited supervision.
- Follow well defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results.
- Use evaluative judgement and may involve tailoring work methods, interpreting and adapting existing procedures and practices to achieve results.
- Make decisions concerning a variety of matters and in some cases concern complex or escalated issues and have a medium to high impact on the work area.
- Be accountable for setting priorities for the work area, monitoring workflow, and reviewing work of less experienced employees.
- Be accountable to an immediate supervisor and for team outcomes to some extent.
- Be accountable for monitoring emerging issues to identify impact on tasks and identifying and mitigating risks that will impact on own and team outcomes.
- Be responsible for managing competing requests, demands, and priorities, and for planning for the achievement of personal or team results.

Physical nature of the work

Work at this level would typically involve:

- Operating in a work environment that is comfortable, stable, and consistent.

Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relate to a range of activities.
- Be able to be related to past experience or using available information.
- Use interpretation, analysis and some judgement to select an appropriate course of action.
- Occasionally involve encountering unfamiliar circumstances which may require some judgement or technical assistance.
- Require professional, technical or management knowledge in a specialised area across a range of areas.
- Require a substantial knowledge and understanding of related principles, techniques, and practices.
- Require a well-developed understanding of relevant statutory, regulatory and policy frameworks.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members.
- Providing advice and support to team members.
- Occasional reliance on other team members to complete simple and straightforward tasks.
- Occasional interaction with other teams within the organisation.
- Communication with and provision of information and advice to a range of stakeholders.
- Applying standard procedures to meet stakeholder requirements and solve stakeholder problems.
- Delivering an effective customer service on routine matters and provide quality accurate and consistent advice.
- Representing the work area at internal meetings and external meetings.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

- Provide ICT technical support, advice, and problem resolution for customers.
- Manage incidents including processing and coordination of responses to incident reports and monitoring resolution.
- Assign incidents, requests, and tasks to relevant subject matter experts for resolution.
- Assist in the lifecycle management of ICT assets.
- Contribute to the development of solution architectures.
- Provide support and guidance on portfolio, programme, and project management processes, procedures, tools, and techniques.
- Provide ICT technical support, advice, and problem resolution for customers.
- Provide network maintenance and support services including investigation and resolution of issues and performance monitoring.
- Provide application support including investigation and resolution of issues and performance monitoring.
- Planning, designing, creation, amending, verification, testing and documentation of new and amended software components.
- Installation, testing, implementation or decommissioning and removal of cabling, wiring, equipment, hardware, and associated software.
- Testing of hardware and software components, resolution of malfunctions, and recording of results.
- Provide specialist advice and support in a specific technical area e.g., ICT Security, or Radio Frequency Engineering.
- Supervise staff undertaking the development or maintenance of computer systems.

Examples of the types of roles that align to these functions include: Data Analyst, Database Administrator, ICT Service Delivery Officer, and ICT Systems Administrator.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- A tertiary qualification specialising a relevant ICT subject area or significant relevant work experience (2 or more years).
- Substantial knowledge, technical skill, and practical experience in a relevant ICT subject area.
- A well-developed understanding of relevant legal statutory, regulatory and policy frameworks.

SENIOR INFORMATION TECHNOLOGY OFFICER GRADE C

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have limited supervisory responsibilities. There may be a requirement to provide advice and guidance on procedural matters.
- Have some direct responsibility for resource management in-line with established procedures and practices.
- Incur moderate consequences arising from failure to effectively undertake the required work because there are some mitigations in place to prevent major consequences occurring.
- Work under limited supervision.
- Follow well defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results.
- Use evaluative judgement and may involve tailoring work methods, interpreting and adapting existing procedures and practices to achieve results.
- Be accountable for developing plans and objectives for short-term tasks and contributing to business improvement strategies.
- Be accountable to immediate supervisor and for team outcomes.
- Be accountable for monitoring related emerging issues, identifying impact, and conducting risk management activities within a sphere of responsibility.
- Contribute, on occasion, to strategic planning for longer-term initiatives.
- Be responsible for providing expertise and technical knowledge across a range of activities, providing technical advice, and ensuring knowledge of and compliance with relevant legislation and policy frameworks.
- Be responsible for setting priorities and ensuring quality of outputs for the work area.

Physical nature of the work

Work at this level would typically involve:

- Operating in a work environment that is comfortable, stable, and consistent.

Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relates to a range of activities.
- Be able to be related to past experience or using available information.
- Use interpretation, analysis and some judgement to select an appropriate course of action.
- Occasionally involve encountering unfamiliar circumstances which may require some judgement or technical assistance sought.
- Require professional, technical or management knowledge in a specialised area across a range of areas.

- Require a substantial knowledge and understanding of related principles, techniques, and practices.
- Require a well-developed understanding of relevant statutory, regulatory and policy frameworks.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some interaction with and reliance on other team members.
- Providing support and advice to team members.
- Occasionally relying on other to complete simple and straightforward tasks.
- Some interaction with other teams within the organisation.
- Communicating and providing advice and recommendations to a wide variety of customers and external stakeholders to achieve work area goals.
- Liaising with a range of stakeholders in relation to difficult or sensitive issues, and on moderately complex to complex policy, project or operational issues.
- Consulting and advising internal and external stakeholders, anticipating, and responding to their needs and expectations.
- Representing the agency by promoting its interest at community and cross-agency levels and undertaking a representation or presentation role on behalf of the immediate work area.
- Providing customer or client service on routine matters and more complex issues.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

Typical duties for this work level include:

- Understand client requirements, collect data, deliver analysis and problem resolution in a specialist subject/technical area or on a strategic business issue.
- Oversee the provision of specialist advice by others.
- Manage projects involving the development and implementation of business processes to meet identified business needs, acquiring, and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality.
- Provide network maintenance and support services including investigation and resolution of issues and performance monitoring.
- Maintain application support processes and check support requests are dealt with in line with relevant procedures.
- Incident management including prioritisation and diagnosis of incidents, investigation of incident causes, seek incident resolution, and facilitate recovery following resolution.
- Identification and communication of new and emerging technologies, products, services, methods, and techniques.
- Contribute to the selection of the requirements approach for projects.
- Define and manage scoping, requirements definition and prioritisation activities for ICT initiatives.
- Requirements management including establishment of baselines, obtaining formal agreement to requirements, and manage changes to requirements.
- Develop and maintain procedures and documentation for databases.

- Identify, evaluate, and manage the adoption of database administration tools and processes.
- Contribute to the setting of standards for definition, security, and integrity of databases.
- Manage database configuration, monitor database activity and resource usage, and optimise database performance.
- Assess proposed changes to data structures.
- Implement physical database and data warehouse designs.
- Monitor the application and compliance of security administration procedures and review information systems for actual or potential security breaches.
- Contribute to the creation and maintenance of security policy, standards, procedures, and documentation.
- Leadership over, and active participation in, a team which conducts specialist activities like programming, systems analysis, systems development and design and provision of technical support and advice.

Examples of the types of roles that align to these functions include: ICT Support Team Leader, Senior Analyst/Programmer/Software Developer, Senior Database Administrator, Senior ICT Systems Administrator, Network Engineer/Technician, and Security Analyst/Engineer.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- A tertiary qualification specialising a relevant ICT subject area.
- Substantial knowledge, technical skill, and practical experience in a relevant ICT subject area.
- A well-developed understanding of relevant legal statutory, regulatory and policy frameworks.

SENIOR INFORMATION TECHNOLOGY OFFICER GRADE B

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Be responsible for supervising and organising the day-to-day work of a small number of employees or a small team who carry out similar types of work or has team members undertaking similar tasks or who possess similar skill sets.
- Have direct responsibility for resource management including administering, monitoring, and reporting.
- Incur moderate consequences arising from failure to effectively undertake the required work because there are some mitigations in place to prevent major consequences occurring.
- Work under limited direction.
- Use discretion and initiative over a broad area of activity with autonomy in interpreting policy and applying practices and procedures.
- Use discretion in determining how objectives are achieved and in interpreting, applying, and modifying policies, practices, and procedures.
- Make decisions that concern a broad variety of matters with a significant impact on own work area and may affect other parts of the agency.
- Make decisions that are based on professional judgement and evaluating risk in the context of a complex and changing environment.
- Be accountable for developing plans and objectives for short-term tasks and contributing to strategic planning for longer-term initiatives.
- Have responsibility for providing expertise and technical knowledge across a range of programs or activities, providing accurate and specialised advice, and ensuring knowledge of and compliance with relevant legislation and policy frameworks.
- Have responsibilities setting priorities and ensuring quality of outputs for the work area, including contributing to business improvement strategies and to change in workplace practices.
- Be accountable for monitoring related emerging issues, identifying impact, and conducting risk management activities within sphere of responsibility.
- Be held accountable to an immediate supervisor and technical or other authority.

Physical nature of the work

Work at this level would typically involve:

- Operating in a work environment is stable and mostly consistent. Any exposure or risk to from physical and environmental factors in the working environment is preventable.

Cognitive nature of the work

Work at this level would typically:

- Be complex and involve various activities involving different, unrelated processes/methods.
- Deal with unfamiliar circumstances, variations in approach and/or sudden changes.
- Use analysis of circumstances or data to identify inter-relationships.
- Depends on analysis of the issues and the selection of an appropriate course of action from a number of options requiring sound and evaluative judgement.

Work Level Standards – Information Technology Officer

- Require highly developed specialist, professional, technical and/or management knowledge across a broad range of areas and a corresponding understanding of related principles, concepts and practices.
- Require an extensive knowledge of statutory, regulatory and policy frameworks relevant to a field of work, discipline, or functional area in order to provide comprehensive and authoritative advice on specialist and very complex issues.
- Require the owner to have acknowledgement as an authority in a field of work or specialised discipline.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some interaction with and reliance on other team members.
- Providing support and advice to team members.
- Occasionally relying on other to complete simple and straightforward tasks.
- Some interaction with other teams within the organisation.
- Communicating and providing advice and recommendations to a wide variety of customers and external stakeholders to achieve work area goals.
- Liaising with a range of stakeholders in relation to difficult or sensitive issues, and on moderately complex to complex policy, project or operational issues.
- Consulting and advising internal and external stakeholders, anticipating, and responding to their needs and expectations.
- Representing the agency by promoting its interest at community and cross-agency levels and undertaking a representation or presentation role on behalf of the immediate work area.
- Providing customer or client service on routine matters and more complex issues.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

- Provide expert advice within an area of ICT speciality.
- Understand client requirements, collect data, deliver analysis and problem resolution in a specialist subject/technical area or on a strategic business issue.
- Oversee the provision of specialist advice by others.
- Incident management including prioritisation and diagnosis of incidents, investigation of incident causes, seek incident resolution, and facilitate recovery following resolution.
- Draft and maintain procedures and documentation for applications support.
- Manage application enhancements.
- Advise on application security, licensing, upgrades, backups, and disaster recovery needs.
- Undertake release and deployment activities including assessing and analysing release components, providing input to scheduling, carry out builds and tests, and ensure release processes and procedures are maintained.
- Monitor the application of and compliance with security administration procedures and review information systems for actual or potential security breaches.
- Contribute to the creation and maintenance of security policy, standards, procedures, and documentation.
- Manage ICT projects including taking responsibility for the definition, approach, facilitation, risk management and satisfactory completion of projects.

- Undertake change management activities such as develop implementation plans for requests for change, and lead the assessment, analysis, development, documentation, and implementation of changes based on requests for change.
- Provide leadership to a project team including management of team performance.
- Collaborate with and facilitate stakeholder groups.
- Management of two or more teams engaged in specialist activities including the development and maintenance of computer systems, technical activities and provision of technical support and advice.
- Development and implementation of strategic plans or service delivery programs.

Examples of the types of roles that align to these functions include: Business Systems/Client Services Manager, Development and Support Technical Specialist, Director Reporting and Analysis, Manager ICT Operations Support, and Senior ICT Architect.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- A tertiary qualification specialising a relevant ICT subject area.
- Extensive knowledge, technical skill, and practical experience in a relevant ICT subject area.
- Highly developed leadership and management skills.
- A high-level of understanding of relevant legal statutory, regulatory and policy frameworks.

SENIOR INFORMATION TECHNOLOGY OFFICER GRADE A

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Be responsible for supervising and organising the day-to-day work of a team with diverse tasks.
- Be responsible for resource management at the business unit level including planning and management of resource allocation, develop appropriate controls, and monitor and adjust plans.
- Incur major consequences arising from failure to effectively undertake the required work because there are few mitigations in place.
- Operate under limited direction.
- Have a high level of autonomy with responsibility for setting priorities, developing work programs, and determining how work is done.
- Influence the development of policy, procedures, and guidelines.
- Use significant judgement to select a course of action to manage highly complex or sensitive issues consistent with established legislation, principles, and guidelines.
- Make decisions of major significance to the agency and may include the framing and shaping of policies or the setting of long-term objectives.
- Have options and choices that are diverse and multiple, and the outcomes of decisions will often be unclear.
- Make decisions using professional judgement, evaluating ambiguous and incomplete information, factoring risks and being sensitive to the context.
- Be accountable for determining the strategic direction for the work area and aligning longer-term planning with agency goals and objectives.
- Be responsible for providing expertise across a broad range of activities potentially relating to work of different program areas and ensuring an in-depth knowledge of and compliance with relevant legislation and policy frameworks.
- Be responsible for the achievement of own and team outcomes, monitoring team progress, and following through to deliver quality outcomes.
- Be accountable for monitoring emerging issues in a field and for identifying impact on agency priorities as well as engaging with risk and undertaking risk management activities for area of responsibility.
- Be accountable for multiple business outcomes, and accountable to multiple authorities including immediate supervisor.

Physical nature of the work

Work at this level would typically involve:

- Operating in a work environment is stable and mostly consistent. Any exposure or risk to from physical and environmental factors in the working environment is preventable.

Cognitive nature of the work

Work at this level would typically:

- Be complex and involve various activities involving different, unrelated processes/methods.
- Deal with unfamiliar circumstances, variations in approach and/or sudden changes.
- Use analysis of circumstances or data to identify inter-relationships.

- Depends on analysis of the issues and the selection of an appropriate course of action from a number of options requiring sound and evaluative judgement.
- Require highly developed specialist, professional, technical and/or management knowledge across a broad range of areas and a corresponding understanding of related principles, concepts and practices.
- Require an extensive knowledge of statutory, regulatory and policy frameworks relevant to a field of work, discipline or functional area in order to provide comprehensive and authoritative advice on specialist and very complex issues.
- Require the owner to have acknowledgement as an authority in a field of work or specialised discipline.
- Be performed in a stressful environment and often require high pressure and demand, high consequence decision-making, extensive mental effort, intense concentration, acute attention to detail, a wide breadth of responsibility, or frequent deadlines.

Social nature of the work

Work at this level would typically involve:

- A significant level of interaction with and reliance on other team members.
- Cooperation and negotiation with team members to solve problems.
- Reliance on other team members to complete complex tasks.
- The potential need to engage in a high-level of regular interaction with other teams within the organisation.
- The requirement to develop and manage relationships with stakeholders, engaging and collaborating to achieve outcomes and facilitate cooperation.
- Presenting the agency's position in the context of very complex or sensitive issues to key stakeholders within and outside the agency.
- Representing and explaining the views of the agency at cross-agency meetings and other forums.
- The requirement to provide direct customer or client service and support on complex matters and handle customer complaints and problems.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

- Management of an information technology work area involving several teams undertaking specialist activities.
- Undertaking specialist activities requiring expert knowledge of ICT techniques and principles.
- Identify and manage resources needed for the planning, development and delivery of specified ICT systems or service.
- Development and implementation of objectives and strategies for meeting and integrating long-term information technology requirements.
- Development and implementation of new information technology solutions and techniques.
- Development and implementation of strategic plans or service delivery programs.
- Engage with and influence senior level stakeholders and project teams through change management processes.
- Take responsibility for budgeting, estimating, planning, and objective setting within a work area.
- Plan and manage implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services.

- Develop new methods and organisational capabilities (including automation) for the management of systems and services.
- Lead and plan business process improvement activities to analyse business processes, identify alternative solutions, assess feasibility, and recommend solutions which exploit new technologies and automation.

Examples of the types of roles that align to these functions include: Chief Information Security Officer, Senior Director ICT Operations, and Senior Director Data Management.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- A tertiary qualification specialising a relevant ICT subject area.
- Extensive knowledge, technical skill, and practical experience in a relevant ICT subject area.
- Highly developed skills and substantial experience in leadership and management.
- A high-level of understanding of relevant legal statutory, regulatory and policy frameworks.

APPENDIX A – RECOMMENDED WORK VALUE SCORES

The following graph shows the recommended range of work value scores for the classification group. The vertical axis indicates the work value score range (with the minimum work value score being 22 and maximum 110). The horizontal axis displays each classification level, with the table specifying the minimum and maximum work value score for each classification level. Note these scores should be used in conjunction with the guidance provided in the *ACTPS Work Value Assessment Tool*.

	ITO1	ITO2	SITOC	SITOB	SITOA
Level Min	22	41	51	61	74
Level Max	40	50	60	73	110

Level Min   Level Max