

POSITION DESCRIPTION

ICT SUPPORT OFFICER

Award Classification	Victorian Local Authorities Award 2001 – Band 5
Directorate	People & Governance
Reports to	ICT Business Analyst
Supervises	Contractors as required
Approved By	People and Culture – April 2024

OUR GUIDING PRINCIPLES

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

- **Progressive & Responsive** – We are leaders in local government innovation and are responsive to the community.
- **Fair & Consistent** – We are fair and consistent in our thinking, actions and decisions.
- **Open & Honest** – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.
- **Selfless & Inclusive** – We take a “Shire First” approach and value the participation and opinion of all.

POSITION OBJECTIVES

- To provide internal end user support to facilitate delivery of Council’s services.
- To ensure that Council’s IT Infrastructure is accessible, secure and performs as required.

KEY RESPONSIBILITIES AND DUTIES

- Perform duties consistent with Level 1 and Level 2 ICT Support Maintenance.
- Provide support and instruction to staff in end user technologies and systems.
- Provide excellent customer service to all areas of Council and external stakeholders.
- Maintain corporate applications in accordance with relevant policy and procedure.
- Engage vendor support when required.
- Audit and maintain the ICT asset management database.
- Participate in ICT related projects as required.
- Identify system security breaches and report occurrences in accordance with the relevant ICT Departmental protocols.
- Provide input into ICT procurement decisions
- Document processes and configuration of systems

OCCUPATIONAL HEALTH AND SAFETY

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of his/her duties to prevent injury to him/herself and others.
- The position is responsible for complying with the Council’s Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner taking into consideration other staff members. Responsibility includes correct use of equipment and the identification and reporting of workplace incidents and hazards.

RISK MANAGEMENT

POSITION DESCRIPTION

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
 - Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
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ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The freedom to act is governed by clear objectives, and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
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JUDGEMENT AND DECISION MAKING

- The objectives of the work are usually well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
 - The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
 - Guidance and advice is usually available within time to make a choice.
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SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of the long term goals of the unit in which they work and an appreciation of the long term goals of the wider organisation.
 - Understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
 - Understanding of standard ICT procedures and Microsoft based systems
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MANAGEMENT SKILLS

- Skills in managing time, setting priorities and planning and organising one's own work.
 - Understanding and an ability to implement basic personnel policies and practices including those related to equal opportunity, occupational health and safety and employees training and development.
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INTERPERSONAL SKILLS

- Ability to gain cooperation and assistance from clients, members of public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.
 - Ability to write reports and to prepare external correspondence.
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QUALIFICATIONS AND EXPERIENCE

- Degree or diploma in Information Technology with little or no experience OR lesser formal qualifications with work skills and relevant experience.
 - Experience supporting Microsoft based systems
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KEY SELECTION CRITERIA

Essential

- Previous Service Desk Support Experience.
 - Understanding of the standard ICT industry procedures and processes relating to Microsoft Platforms and associated applications.
 - Demonstrated ability to troubleshoot hardware and software issues
 - Current Victorian Driver's License.
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POSITION DESCRIPTION

Desirable

- Experience working in a Local Government Environment.
 - Administrative experience in Active Directory and Microsoft 365
 - ITIL certification
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TERMS AND CONDITIONS OF EMPLOYMENT

The ICT Support Officer position is classified as a Band 5 within the Strathbogie Shire Council Enterprise Agreement 2023. The salary range for this position is within Band 5 plus superannuation in line with legislation and Income Protection per annum commensurate with qualifications and experience. Normal hours are between 8.45am and 5.30pm with a 45 minute lunch break, Monday to Friday. Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement 2023.

SIGNATURES

EMPLOYEE

<INSERT EXECUTIVE HERE>

Name:

Name:

Signed:

Signed:

Date:

Date:
