

# POSITION SUMMARY

## INFORMATION TECHNOLOGY ASSISTANT (569)

<b>Directorate</b>	Corporate Services & Finance
<b>Section</b>	Information Services
<b>Classification</b>	Band 2, Level 1, Grade 4
<b>Position Status</b>	Permanent full time
<b>Commencing Salary Range</b>	\$51,585 - \$54,091
<b>Reports to</b>	Manager Information Services
<b>Direct Reports</b>	Nil
<b>Work Location</b>	First floor, Civic Centre

### Position Purpose

To provide effective and prompt administrative and organisational assistance to the Manager Information Services and the Information Services section as a whole.

This position is responsible for the ordering and receipting of ICT equipment and services and the upkeep and maintenance of an ICT asset register to ensure accurate documentation of current assets.

Maintain an Information Services documentation library in an up to date and accurate manner so as to ensure the capture and maintenance of all processes and procedures in the section. This would include the maintenance of documentation/FAQ for the use of our internal customers and the development of Information Services newsletters or other more innovative forms of communication, to disseminate ICT related information on a regular basis.

Where required and appropriate develop training and deliver that training in a one on one and class setting.

Receive and pass on information to facilitate communication flow, (this includes counter or telephone enquiries). Backup and support the "Technology Support Analyst" in times of their absence.

The position forms part of the Information Services section and reports to the Manager Information Services. This section is responsible for providing and maintaining Information Technology services for the organisation. The position works closely with Council staff and

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will contribute to a collaborative and cohesive culture within the Information Services section and more broadly within the organisation.

### Key Responsibilities

- Provide effective and prompt administrative and organisational assistance to the Information Services Section
- Be sensitive to the needs of Bathurst Regional Council staff and handle issues promptly and courteously
- Be a people person and enjoy assisting others
- Have the desire and commitment to work as part of a team
- Be able to work independently within areas of responsibility
- Maintain ICT asset register to ensure accurate documentation of current assets
- Maintain Information Services documentation library in an up to date and accurate manner
- Develop Information Services newsletters or other more innovative forms of communication, so as to disseminate ICT related information to our internal customers on a regular basis
- Backup & support the "Technology Support Analyst" during times of absence.
- Assist appropriate staff in the maintenance of Council's software licensing register
- Develop a training calendar and schedule regular training sessions for our internal customers
- Deliver training sessions to our internal customers using internally and externally developed training material.

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## Selection Criteria

### Essential

- Minimum 2 years' experience in a similar role
- Strong organisational and administrative skills
- Being a team player and enjoying working with people
- Experience in the preparation of documentation
- Administrative experience including filing, record keeping, customer service
- Proficiency in the use of Microsoft Office and typical office applications
- Experience in updating & maintaining databases and registers.
- Experience dealing with vendors and purchasing.
- Current drivers licence

### Desirable

- An understanding of the complexities of working in the local government industry
- Experience training people.
- Previous experience in the IT industry
- Cert III in Information Technology

## Expected Organisational Standards

- Follow defined WHS procedures
- Provide service to customers
- Work effectively in the local government context
- Work with others in local government
- Communicate in the Workplace
- Follow defined risk management policies and procedures
- Follow defined ethical guidelines from Council, including Code of Conduct
- Follow defined environmental sustainability guidelines.

## Employment Conditions

- 35 hour week with RDO every third week
- Hours of work are 8.30am to 4.45pm Monday to Friday
- Occasional overtime as directed
- Occasional work at events such as V8 Races
- Probationary period of 4 months
- Four weeks annual leave
- Long Service Leave after 5 years
- Superannuation of 9.5% paid by Council
- Medical (including drug and alcohol screening) and audio required as part of selection process.

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