

POSITION SUMMARY

SENIOR INFRASTRUCTURE ANALYST (022)

Directorate	Corporate Services' & Finance
Section	Information Services
Classification	Band 3, Level 2, Grade 7
Position Status	Permanent full time
Commencing Salary Range	\$69,880 - \$73,417 per annum + super
Reports to	Manager Information Services
Direct Reports	Nil
Work Location	First Floor, Civic Centre

Position Purpose

This position is responsible for infrastructure relating to Council's ICT network, inclusive of Switches & Routers, WiFi technology, CCTV technology, Wide Area Network, cabling, desktop hardware and Mitel Phone system.

It is responsible for the provision of ICT services at each of the races at Mt Panorama and other events as becomes necessary. Although this is not a Helpdesk role, certain difficult problems would escalate to this position, in a 2nd level support capacity. The position must ensure that meticulous records are kept relating to the network infrastructure including current assets, service level agreements with vendors and the development of tender documents relating to the provision of services & infrastructure.

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.

This position is required to work independently but also be part of the team. They need to be a people person and enjoy working with others. The work is very often project based, so time and project management are essential skills for this position.

The position works closely with all members of the Information services section and will contribute to a collaborative and cohesive culture within the section and more broadly within the organisation.

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. A full Position Description will be provided to candidates upon request or upon offer of employment.

Key Responsibilities

- Use Council's call logging system to schedule requests for help
- Be sensitive to the needs of Bathurst Regional Council staff and handle issues promptly and courteously
- Be a people person and enjoy assisting and guiding others in their ICT requirements
- Have the desire and commitment to work as part of a team
- Be able to work independently within areas of responsibility
- Deploy, Configure & Manage Council's:
 - Network equipment including Modems, Routers, Switches & patch panels
 - WiFi equipment such as Point to Point WiFi and Access points
 - Cabling infrastructure and patch panels
 - VOIP based Mitel telephone system
 - CCTV infrastructure
- In consultation with the MIS and other staff, plan for the upgrade and improvement of Councils network infrastructure
- Manage the deployment and replacement of Council's fleet of desktop hardware
- Develop plans, manage implementation and document all aspects of the deployment of Council's ICT infrastructure projects

Selection Criteria

Essential

- Degree in Information Technology or equivalent
- At least 5 years' experience in the IT industry
- Ability to work as part of a team
- Be self-motivated and enjoy working with ICT technology
- Be able to work independently within areas of responsibility
- Be a diligent project manager for ICT infrastructure projects and be able to see a project through to the end
- Be able to manage ICT user's needs
- Have experience in the deployment and management of:
 - Networking infrastructure
 - CCTV & WiFi infrastructure
 - Microsoft Server technology
 - Delivering ICT support for major community/sporting events
- As well as technical ability you must have high level communication skills and be able to assist and guide a wide range of stakeholders in their ICT requirements
- Current drivers licence

Desirable

- Have an understanding of the complex nature of delivering ICT in the Local Government sphere.
- Experience with Microsoft Active Directory.

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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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