

Role Description

IMT Undergraduate



Title	IMT Undergraduate
Location	Wyong/ Nexus
Classification/Grade/Band	Band 1 Level 1
Group/Unit/Section	Information Management and Technology
Reports to	Various

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Safe and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of the IMT Undergraduate is responsible for collating, interpreting and presenting information, as well as engaging with key stakeholders to assist in the development and implementation of IMT strategies, plans and projects. The IMT Undergraduate will be responsible for assisting with Council computer equipment, software, desktop field support as well as business analytics, cyber security and IMT project work.

The position of IMT Undergraduate is required to provide quality customer service and create value for the community

Key Duties and Responsibilities



- Liaise with staff to ensure continual personal development and learning opportunities are maximized;
- Provide research support and undertake tasks to support the development and implementation of projects;
- Provide effective assistance to staff in the implementation of programs and activities to meet the day to day needs of the unit;
- Contribute to the Unit's operational objectives and work plans to ensure outcomes;
- Demonstrate commitment to and work cooperatively with the team;
- Liaise with IMT customer service in providing appropriate support to customers;
- Identify opportunities to improve efficiency of operations, leading to improved service delivery and/or costs savings and improved revenue opportunities;
- Present results of research, both verbally and in written form as required;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others;
- Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- The jobholder works within detailed written or oral instructions or procedures or under supervision;
- Decisions affect own work only;
- The work of the job holder influences the external environment by meeting basic standards of service;
- The jobholder is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer;
- Has little or no responsibility for budget development;



- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area;

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;



- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Current enrolment and acceptance in final year or second to final year University study in the discipline of Information Management Technology, Cyber Security, Project Management, Business, Computer Science, Digital Design or related degree;

Desirable

- Previous experience working or volunteering in a customer service role.
- Current Class C Drivers Licence.

EXPERIENCE

- Experience in the use of computers and Microsoft suite of applications;
- Experience managing competing priorities;
- Experience and developing skills in research gathering and interpretation;
- Experience communicating with a range of audiences using effective written and oral communication skills;



- Experience working as part of a team.

Key Relationships

Internal	External
Unit Managers	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
Section Managers/Team Leaders	
Other Council employees (not including direct reports)	

