

Position Description

Information Technology Officer

Name of appointed officer: Vacant

Date of appointment:

Date of last review of position description: September 2017

Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 2 Level 1
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Position limit within salary system: (20 Grade structure)	Grade 7 – Entry to Step 4
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Status of position:	Permanent
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Hours of work per fortnight:	70
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Organisational relationships

Directorate:	Corporate and Governance
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Section:	Information & Corporate Systems
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Team:	Information Services Team
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Work base:	Grafton or Maclean (as appropriate to the position)
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Position responsible to:	Team Leader Infrastructure & Support or Team Leader Systems Administration (as appropriate to the position)
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Level of support and supervision:	Medium
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Level of personal management	Medium
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Level of teamwork required:	High
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Supervision of staff:	Not applicable
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Internal contacts:	All staff within Council
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External contacts:	IT suppliers and other councils
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Vision, mission and values

Our vision:	To make the Clarence Valley a community full of opportunity
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Our mission:	To plan and deliver services valued by the community
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Our values:	the acronym ' STRIVE ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community
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Our Values and Behaviours	
Safe	
We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.	
Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate
Teamwork	
We will work together as one council towards shared goals and for the greater good of the community.	
Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"
Respect	
We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.	
Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip
Integrity	
We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.	
Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others
Value	
We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.	
Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment
Engagement	
We will engage with our staff and community to inform our decision making, and create awareness of our activities.	
Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

Physical requirements of the position

Frequent use of computer keyboard

Lifting and bending associated with the installation of hardware to staff workstations

Prolonged periods of sitting and standing

Purpose of the position

As a member of the team, provide support to the organisation through the effective provision of helpdesk services

Provide a support role to members of the Information Services Team

Contribute towards Information Services projects and ensure they are delivered on time, and to a high standard.

Major duties and responsibilities**Client services**

Provide a polite and courteous service to clients at all times.

Provide timely and accurate advice to clients, with no significant oversights.

Ensure that clients are kept up to date with the status of projects that relate to the section.

Provide quality education to clients in the use of corporate applications, systems and programs.

Support services

Respond to client requests in accordance with Council procedure and protocols, outlining estimated time for completion of their requests.

Ensure that project tasks are actioned to a high standard and that project status is updated in a timely manner.

Update the Council Information Services helpdesk and knowledgebase as required.

Ensure that clients are kept informed of the status of their requests, and that they are notified of any changes to the estimated time for completion.

Escalate client requests to the appropriate Information Services team member, in a timely manner, should a higher level of assistance be required.

Engage the services of other members of the Information Services team where necessary to expedite the resolution of support calls.

Provide quality assistance and accurate advice to clients as required.

Provide assistance to Information Services team Administrators and to other members of the Information Services team as required.

Create Ad Hoc reports as required.

Software and database services

Assist with the installation, configuration and maintenance of Council databases.

Major duties and responsibilities

Assist with the updating and maintenance of Corporate Finance package when required.

Conduct regular software audits to ensure that only approved software is installed on Council systems.

Ensure appropriate antivirus software is installed on all servers, workstations and notebooks.

Ensure that software patches and releases are distributed and installed as necessary.

Hardware

Provide basic support and assistance to the Hardware and Network Services team as required.

Provide basic support to clients in relation to hardware and network issues as required.

Spatial services

Provide basic support and assistance to the Spatial Services team as required.

Provide basic support to clients in relation to spatial services issues as required.

General

Assist the Manager Information & Communication Services as required.

Attend and participate in Information Services team meetings as required.

Provide education and advice to other members of the Information Services team in relation to projects and other matters that relate to the Section.

Ensure the Administrators and other members of the Information Services team are informed immediately of critical issues as they arise.

Populate Information Services knowledgebase as required.

Administer users and Active directory services as required.

Essential selection criteria

The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.

Education and knowledge

TAFE qualifications in a relevant field; **or** equivalent relevant industry experience

Licences/tickets, clearances, membership

Current Drivers Licence

Experience

Demonstrated well developed knowledge, skills and experience in the information technology field (e.g. the provision of help desk services, software and hardware maintenance, internet and intranet content maintenance, email systems, Microsoft application support)

Position related skills

Demonstrated ability to convey technical information to others at a variety of levels

Demonstrated well developed interpersonal, and written and verbal communication skills

Demonstrated organisational and prioritisation skills

Essential selection criteria**Work qualities**

Behaviour that positively demonstrates commitment to Council's STRIVE values

Client focussed with a demonstrated commitment to high level service delivery

Desirable selection criteria

The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.

Education and knowledge

Tertiary studies in the information technology field or training and assessment

Experience

Experience supporting an environment that utilises the Microsoft Officer suite

Experience with geographic information systems, telecommunications and IT networks

Other features of this position may include

Not applicable

Generic performance requirements

Ethics/probity – act in accordance with the Code of Conduct.

Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.

Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.

Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

Declaration

In signing this declaration I acknowledge that I,
have been advised of the requirements, terms and conditions of appointment to this position
based on this Position Description.

Signed: Date
Employee

Signed: Date
Senior Coordinator People, Culture and Safety