

# Position Description

## Assistant Information Technology Officer

**Name of appointed officer:** Vacant

**Date of appointment:**

**Date of last review of position description:** February 2018

### 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 1 Level 3
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Position limit within salary system: (20 Grade structure)	Grade 4 - 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 and Corporate Systems
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Team:	Information Services Team
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Work base:	Grafton
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Position responsible to:	Team Leader Infrastructure and Support
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Level of support and supervision:	High
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Level of personal management	Medium
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Level of teamwork required:	Medium
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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

<b>Our vision:</b>	To make the Clarence Valley a community full of opportunity
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<b>Our mission:</b>	To plan and deliver services valued by the community
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<b>Our values:</b>	the acronym ' <b>STRIVE</b> ' 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	
<b>Safe</b>	
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
<b>Teamwork</b>	
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?"
<b>Respect</b>	
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
<b>Integrity</b>	
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
<b>Value</b>	
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
<b>Engagement</b>	
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

### 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

### 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.

#### Support services

Respond to client requests in accordance with Council policy, procedure and protocols.

Ensure that client requests are responded to in a timely manner, outlining estimated time for completion of their requests.

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.

#### Software and database services

Provide 1<sup>st</sup> level support for Council Databases.

Assist with 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.

#### Hardware

Provide basic support and assistance to hardware and network services as required.

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

## Major duties and responsibilities

### Spatial services

Provide basic support and assistance to spatial services as required.

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

### General

Assist the Manager Information and Communication Services as required.

Attend and participate in Information and Communication Services team meetings as required.

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

Populate Information Services knowledgebase 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 qualification in a relevant field; **or** equivalent relevant industry experience

### Licences/tickets, clearances, membership

Current Drivers Licence

### Experience

Demonstrated, 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 communication skills that will enable technical information to be conveyed to others at a variety of levels

Organisational and prioritisation skills

### Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

**Desirable selection criteria**

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

**Education and knowledge**

TAFE or equivalent studies in the information technology field or training and assessment

**Experience**

Well developed written communication skills

Experience supporting an environment that utilises the Microsoft Office 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*