

Position Description

CORPORATE INFORMATION

Position title	Senior Officer ICT Support Services		
Directorate	Corporate Services	Section	Information Communication Technology
Position number	1416	Level	4
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Coordinator ICT Support Services		
Direct reports	NIL		

SCOPE OF POSITION

Position Summary

Council's ICT Service Desk provides support to approximately 300 internal customers and is the single point of contact for all ICT users. The Senior Officer ICT Support Services is responsible for ensuring an outstanding level of customer service and technical support, overseeing ICT assets, and the procurement activities for ICT Support Services. The Senior Officer ICT Infrastructure liaises with other members of the ICT team to ensure ICT Services are delivered effectively and in line with customer expectations.

Key Responsibilities of the Role

- Lead and coordinate the annual device replacement and upgrade program for ICT devices and software in accordance with standards, policies, and operating procedures.
- Responsible for accurate device asset management and the recording of all ICT devices from purchase to disposal.
- Provide procurement support to the Coordinator, ICT Support Services and liaise maintain relationships with third party suppliers.
- Build and maintain productive relationships with suppliers and support partners.
- Maintain stock levels of ICT equipment and the working order of the ICT storage and build rooms.
- Have a passion for technologies and how they can contribute to the Team.
- Provide first level phone support to Council users with patience and empathy.

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- Install, maintain, and support Windows desktop operating systems and software, troubleshoot network, printing, and hardware incidents via the telephone, remote desktop tools or should the need arise, a site visit.
- Commitment to providing quality advice and service to clients, with an emphasis on communicating effectively with a diverse range of staff and stakeholders.
- Collect all required ticket data and ensure the ticket data is accurate and complete, including resolutions and tasks.
- Provide a high level of customer service and attention whilst ensuring SLA's are met.
- Actively participate as appropriate as a member of Council's ICT Team.
- Commitment to learning new technologies and undertaking training as required.

Mandatory Licences/Competencies (Ticket) Requirements

- Queensland 'C' Class driver's licence or above that is current and maintained (note this may need to be removed for employees under 18 who have yet to obtain a licence or changed to reflect their licence status – eg. learners).

Essential Knowledge/Skills/Qualifications Criteria

Technical Competencies

- Extensive experience with ITSM tools and methodologies (e.g. ITIL and ServiceDeskPlus);
- Customer Service experience.
- Experience working with and troubleshooting end-user workstation environments and Microsoft Office 365
- Experience configuring devices using Apple iOS and Android mobile platforms
- Experience with Active Directory, Microsoft Exchange and cloud services such as Microsoft Office 365, Azure, and related platforms
- Understanding of networks, network hardware, networking concepts (TCP/IP, VPN, Routing, DNS, VLANs) and the ability to troubleshoot a variety of networking issues.
- Experience with wireless systems including end-user devices, access-points & wireless controllers
- ITIL foundations V3 or V4+
- A minimum of 2 years' experience in an ICT service delivery environment.
- Knowledge of and experience supporting LANs, WANs, and desktop hardware and software applications, including mobile device configuration and management.
- Analytical through processes and trouble shooting skills.
- Ability to work independently and with teams and managers as appropriate.

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Desirable Knowledge/Skills/Qualifications Criteria

- Industry certification in Microsoft Technologies, Cyber Security or Project Management.

Physical Requirements of the Position

- an ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg
- an ability to walk up and down stairs whilst occasionally carrying weights up to 15kg
- an ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Occasional out of hours work (including weekends).
- Regular local travel.
- Respond to Emergency/Disaster events in accordance with Council's Emergency Management plans and systems.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Position Description

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.