Position description

Technical Support Officer

Division:	**Corporate Services**
Department:	**Information Technology**
Reports to:	**Coordinator IT Technical and System Services**
Number of direct reports:	**Nil**
Location:	**Yalawanyi Ganya**
Grade:	**8**
Employment status:	**Permanent**
Hours of work:	**35**
Date approved:	**26 March 2024**

Our Mission

"We deliver benefits for our community in a way that adds value and builds trust".

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

Wellbeing	We value safety, security, health and happiness
Integrity	We are open, honest, accountable and take pride in all we do
Sustainability	We use efficiencies, innovation and cooperation to achieve sustainable results
Respect	We work together respectfully ensuring inclusion, equality and open communication

Position Overview

The Technical Support Officer position sits within the Information Technology Department and provides support and service for Technical related issues. This position is responsible for dealing with service requests as they are logged. Requests are to be triaged, resolved or escalated as appropriate. This position is required to keep up with the latest technologies and contribute the consistent technical improvement for Council.

Key Accountabilities & Duties

- Provide technical support for MCC staff across all locations.

- First point of call for any new requests in a helpdesk system via email, telephone and face to face contact.

- Create and address escalated service requests, record job log and close requests within the corporate Help Desk within agreed service levels.

- Prepare user and/or technical documentation for staff and the team.

- Provide training where an agreed job is handed to another section or within the same section of the IT Department.

- Provide support to the other sections of the IT Department when required.

- Management and maintenance of the IT software register including assigned licences, renewal information and stakeholders.

- Utilise help desk tools to perform fixes for known and unknown problems and escalate as required within the team, or to other teams in IT or Council as needed.

- Work as part of a team to deliver quality customer service experience. Focusing on security, reportability and transparency.

- Ensure Council Cybersecurity Policies are adhered to by staff and provide advice or guidance to staff to where required to ensure MidCoast Council systems are secure.

- Promote and provide guidance to staff to ensure Password and other IT Policies are adhered to and MidCoast Council systems are secure.

- Deploy SOE and software utilising software deployment applications including Microsoft System Centre Configuration Manager (SCCM).

- Setup and deploy appropriate hardware with required software to staff and update and manage asset registers as required.

- Ensure Council phone systems and services are managed effectively including allocation of telephony services in appropriate registers.

- Identify technical issues and gather requirements, to deliver improvements and solutions in conjunction with Infrastructure, Solutions and other teams.

- Ensure Change, Release and Project Management Frameworks are used where required.

- Understand Council's IT requirements and keep abreast of the latest user devices and technology and recommend solutions.

- Manage, maintain, and promote use of the KB library within the self-help portal of the IT Service Desk.

- Promote technology and identify new approaches to the way technology at Council works.

- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.

- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.

- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.

- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Selection Criteria

1. Certificate IV in Information Technology, a related field or relevant experience.

2. Previous experience working on an IT Service Desk in a large complex business environment.

3. Previous experience working in Local Government environment.

4. Excellent communication skills including the ability to present complex technical issues so they can be easily understood by diverse audiences as well as well-developed written and verbal communication skills.

5. Ability to work in fast-paced and high-pressure situations whilst maintaining a high standard of delivery.

6. Demonstrated customer focus in delivering IT services and support.

7. Strong analytical, problem solving and critical thinking capabilities.

8. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.

9. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.

10. Current Class C Drivers Licence.

Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: http://capability.lgnsw.org.au/?staff-member

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework

Capability Group	Capability Name	Level
Personal attributes	Manage Self	Adept
	Display Resilience and Courage	Adept
	Act with Integrity	Foundational
	Demonstrate Accountability	**Intermediate**
Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	Foundational
Results	Plan and Prioritise	Adept
	Think and Solve Problems	**Adept**
	Create and Innovate	Adept
	Deliver Results	**Intermediate**
Resources	Finance	Foundational
	Assets and Tools	Adept
	Technology and Information	**Adept**
	Procurement and Contracts	Foundational

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:	Date:

HR USE ONLY

Is a Working with Children Check required for this position?	Yes ☐	No ☒
Is a criminal record check required for this position?	Yes ☐	No ☒