ICT Network Officer

Position description

June 2022

CONTACT US

✉ ngshire@ngshire.vic.gov.au

🌐 www.ngshire.vic.gov.au

📞 (03) 5358 8700

✉ PO Box 580 Stawell VIC 3380

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Northern Grampians Shire Council
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Position description

Position title	ICT Network Officer
Classification	Band 6
Directorate	Corporate and Community Services
Department	Business Transformation

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented a flexible approach to working arrangements and locations that operates on the Microsoft Platform and, where possible, we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or in other locations.

Position objectives

The ICT Network Officer provides information and communication technology (ICT) services to develop and deliver effective, efficient and secure information services and communication networks to Council.

Key responsibility areas

- Manage council's internet services and ICT infrastructure and support services contracts.
- Coordinate the delivery and operation of ICT network infrastructure at all council sites to meet performance, reliability, security and availability requirements.
- Record and maintain accurate ICT network documentation and process maps.
- Implement and monitor appropriate ICT security tools.
- Identify and address ICT risks and implement appropriate mitigation processes.
- Manage external contractor access and related procedures and documentation.
- Provide system trouble shooting services via council's ICT helpdesk and manage support tickets submitted to council's support services contractor.
- Work to deliver network improvement solutions and initiatives across the organisation.
- Assist with the development and maintenance of council's *Business Continuity Plan and Disaster Recovery Plan*.
- Proactively work with the ICT Officer to build capacity to backfill network requirements.
- Assist with the development and monitoring of budgets for ICT services.
- Assist with the development and implementation of council's *Business Transformation Strategy.*
- Perform, as directed, other duties that are within the limits of the incumbent's skill, competence and training.

Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

Organisational relationship

Reports to	Coordinator ICT
Manages	NA
External relationships	Contractors, software vendors, service support providers, network groups
Internal relationships	All Council staff

Accountability and extent of authority
- Employees may manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.
- This position has the responsibility for resource management. The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.

Judgement and decision making
- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations.
- Guidance and advice are usually available.
- In these positions, the objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.

Specialist skills and knowledge
- Employees require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- Employees require an understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Employees require a familiarity with relevant budgeting techniques.

Management skills
- Employees require skills in managing time, setting priorities, planning and organising their own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Employees require an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.

Interpersonal skills
- Employees require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Employees must be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Qualifications and experience
- Relevant tertiary qualifications in Information Technology, Computing or Networking with some relevant experience, or lesser formal qualifications with substantial experience.
- Relevant experience and understanding of user needs related to information and communication technologies and systems.

Selection criteria
1. Relevant qualifications and experience in management of ICT networks and infrastructure.
2. Experience in development of risk management processes, including business contingency planning and disaster recovery strategies.

3. Well-developed understanding of continuous improvement as it pertains to ICT business information systems and infrastructure.
4. Considerable skills in negotiation, facilitation and consultation to deliver a high standard of customer service to internal and external stakeholders.
5. Proficiency in the use of a range of integrated corporate management software applications and tools, particularly document development and databases.

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 9 – 2021* and Northern Grampians Shire Council policies and procedures.

Emergency Management - All employees may be required to undertake Emergency Management Duties as directed.

Qualifying period - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months .

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - All appointments are required to undertake a satisfactory pre-employment medical examination at Council's expense.

COVID-19 Vaccination – All Council appointments must provide evidence of their vaccination status to meet mandated vaccination requirements.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	June 2022
Prepared by	Manager Business Transformation
Approved by	Chief Executive Officer

Employee Signature

[acceptance_status]   [acceptance_date]

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[candidate_name]