



ROLE DESCRIPTION

IT Support Officer

Directorate	Organisational Services
Unit	IT Support
Reporting to	IT Support Coordinator
Position Number	100788
Band	2/2
Grade	10
Date of Review	March 24

Council Overview

The Richmond Valley LGA is the base of the Northern Rivers region of NSW, extending from the coastline of Evans Head to the foothills of the Great Dividing Range. We have rolling hills, beautiful beaches, state forests, national parks, Crown lands and nature reserves.

We are proud to have won multiple awards for our culture including: Outstanding Employer of the Year by NSW Northern Business Chamber 2019, and Large Employer of the Year by Training NSW 2016, Best Tap Water in Australia 2022 and much more!

Our Values and Behaviours



Primary purpose of the role

This role responds to customer IT incidents to resolve them as quickly as possible, analyses and resolves more complex problems impacting many users or which go beyond simple work around solutions, monitors and supports network and systems. Provides training and support to customers, manages the onboarding and offboarding processes for new staff with respect to IT, and ensures the customers experience of IT systems is that they are fast, stable, reliable and dependable.

This role requires excellent customer service.

Key Accountabilities

- Deliver first-point of contact IT helpdesk support in accordance with agreed service levels and response times. Participating in problem-solving and incident resolution by identifying, diagnosing, classifying, and resolving technology incidents, developing solutions for problems as they occur and anticipate future staff needs regarding IT systems.
- Support the team by analysing and resolving user issues understanding when to escalate issues to other team members or vendors and other support duties that may be required.
- Accurate and efficient data input and records management using a range of Council data capture devices and systems in accordance with relevant policies, procedures and legislation.
- Continuous monitoring of systems, software and network, identifying issues or potential issues that will impact users and pro-actively resolve issues as required.
- Contribute to effective cybersecurity management, educating users.
- Contribute to continuous improvement initiatives, investigating and researching best practice models and new technologies, and developing policy and procedures to ensure efficient, effective and safe delivery of objectives.

Key Challenges

- Providing a high-level customer service for a diverse group of stakeholders with differing priorities and managing expectations
- Organising and prioritising work effectively to meet deadlines/timeframes while answering and responding to high call volumes.
- Adapting to a changing environment, knowledge sharing with the team to ensure correct advice is given to customers and seeking advice when needed

Organisational Obligations

- Adhere to Code of Conduct
- Council Policies and Procedures

- WHS Obligations and Responsibilities

Qualification Requirements

Essential

- Certificate III in Information Technology or equivalent or three years' experience in a related environment
- Class C Driver Licence

Desirable Experience

- Experience using monitoring tools to identify issues in networks, system performance, malicious software, etc.
- Good knowledge of networking, wireless networks, AD, Exchange, Windows Defender, server OS.
- Good knowledge of Cyber Security threats and appropriate responses, some knowledge of ASD Essential 8 requirements such as whitelisting, privileged user management, and application management.
- Ability to administer various IT system and applications including Intune, SCCM, Microsoft Teams.

Key Relationships

Who	Why
Internal	
IT Support Coordinator	<ul style="list-style-type: none"> ✓ Receive advice and report on progress toward business objectives and discuss future objectives ✓ Identify risks, discuss issues and troubleshoot solutions
Information and Technology Services Team	<ul style="list-style-type: none"> ✓ Contributing to team discussions and knowledge sharing across the team ✓ Collaborating on and escalating support requests when required
Council Staff	<ul style="list-style-type: none"> ✓ First point of contact helpdesk support ✓ Respond to enquiries in a timely manner, resolving and/or escalating issues, communicating needs and managing expectations
External	
Vendors/Suppliers	<ul style="list-style-type: none"> ✓ Build relationships, escalate issues, and understand potential benefits RVC may gain through using the products. ✓ Communicate needs, resolve issues and manage expectations
Contractors	<ul style="list-style-type: none"> ✓ Communicate needs, resolve issues and manage expectations

Role Dimensions

Decision Making

The position is accountable for decisions on a day-to-day operational basis and has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

Problems are solved by the examination of obtainable information, procedures, statutory guidelines and relevant legislation and the selection of an appropriate solution from a number of options. Referring to the leader for guidance as needed.

Decisions are based on analysis of information and applying skills and knowledge to improving methods and techniques.

Direct Reports

None

Financial Delegation

None

Leaseback Motor Vehicle

None

Technology

Mobile Phone, Laptop, Dual Monitors, Headset

Emergency Warden Responsibilities

None

Immunisation Requirements

None

On-Call





None

Allowances

None

Capabilities

Below is the full list of capabilities and the level required for this position. View more details of the <https://capability.lgnsw.org.au/>

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

Focus Capabilities

The focus capabilities for the position are those judged to be most important.

Local Government Capability Framework		
Capability	Level	Behavioural Indicators
Personal Attributes Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment. • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills

Relationships Communicate and Engage	Adept	<ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Resources Technology and Information	Advanced	<ul style="list-style-type: none"> • Implements appropriate controls to ensure compliance with information and communications security and use policies • Implements and monitors appropriate records, information and knowledge management systems • Seeks advice from technical experts on leveraging technology to achieve organisational outcomes • Stays up to date with emerging technologies and considers how they might be applied in the organisation

Acknowledgement

IT Support Officer

Employee Name: _____ Date: ____/____/____

Signature: _____

Manager Information and Technology Services

Employee Name: _____ Date: ____/____/____

Signature: _____