# POSITION: Technical Support Officer

CLASSIFICATION: Band 5

EMPLOYMENT STATUS: Full Time – Fixed Term – ceasing 30 April 2022

**THE ORGANISATION**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment.  We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities.  Our values are present in what we do and how we do it.  With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating ‘a great place for us’.

**Click** [**HERE**](http://www.southgippsland.vic.gov.au/downloads/file/443/organisational_structure_-_as_at_1_july_2015pdf) **to view Councils entire organisation chart**

**THE POSITION**

The Innovation & Technology Department is responsible for the delivery of high-quality Information Technology, Corporate Information and Business Improvement Services to the staff, residents and councillors of South Gippsland Shire Council.

This position fits within the Information Technology (IT) Team which is responsible for delivering and supporting the IT infrastructure within the organisation, in accordance with prescribed standards and statutory requirements. Providing great service to the team’s customers is a key focus for this position.

This will be achieved through;

* 90% of second level technical support issues resolved within associated timeframes.
* Systems documentation and procedures are maintained, accurate and updated in a timely manner.
* Back up processes are monitored daily with all issues recorded and reported in accordance with associated policies and procedures.
* IT Asset Register is maintained, accurate and updated in a timely manner.

The key responsibilities of the Technical Support Officer role include –

* Provide front line support for PC’s, PC peripherals, printers, copiers, faxes etc., including support for Councillors and respond to all requests within the timeframes set out in the HEAT Service Level Agreement (SLA).
* Ensure all backup processes are maintained in accordance with the IT back up policies and procedures.
* Maintain and update the IT Asset Register and ensure purchasing/disposal of equipment is within budget constraints.
* Provide advice, support and assistance to all business units and staff on the development, implementation of process improvements and resolution of technical issues in regard to all aspects of Council’s computer operations.
* Build a practical understanding of Council’s business requirements to ensure individual business units can effectively use core corporate systems
* Assist in the enhancement and development of various corporate and business unit specific systems and software applications in line with the user needs, IT Strategy requirements and budgetary constraints.
* Produce reports and statistics on information systems as directed.
* Assist in the coordination of programs for the training and induction of staff in the operation of computer systems and applications.
* Assist in the management of Council’s data repositories to ensure their accuracy.
* Contribute to enhancing Council’s customer service and IT environment.
* Provide assistance to other members of the IT team as required.
* Assist with implementing and maintaining IT systems and processes, new staff recruitment processes by providing system set-ups and I.T. inductions.
* Create, deploy and maintain workstation images on MS SCCM.

Please follow the links provided for further information on:

* South Gippsland Shire Council [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)
* South Gippsland region [www.visitpromcountry.com.au](http://www.visitpromcountry.com.au)
* Gippsland region [www.visitvictoria.com/Regions/Gippsland](http://www.visitvictoria.com/Regions/Gippsland)

To seek further information on this position, or to discuss this employment opportunity further, please contact Mina Ryad Information Technology Coordinator (03 5662 9200).

**ROLE REQUIREMENTS AND RELATED COMPETENCIES**

**Judgement & Decision Making Judgement & Decision Making**

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| Accountability & Extent of Authority | |
| Band 5 (Generic) | Role Specific |
| * Resource supervision – freedom to act set by clear objectives and/or budgets, frequent consultation & regular reporting * Specialist advice or regulate clients – subject to close supervision or clear guidelines * Direct support & assistance – freedom not limited simply by standards & procedures | * The position operates under regular guidance and supervision from the Information Technology Coordinator and the Manager Innovation & Technology. The effect of decisions and actions taken on individual customers can be significant but the decisions and actions are always subject to appeal or review by more senior employees. * Authorised to respond to user requests relating to hardware, software applications and systems within specific guidelines. * Authorised to provide advice on user requests relating to program specific software applications. * Authorised to allocate and escalate helpdesk tasks to appropriate IT staff members. * Responsible for input into policy and strategy development within the area of expertise. * The freedom to respond when providing direct support and assistance to others is not limited simply to standards and procedures but requires thought and careful deliberation to create considered solutions to issues. * Act in accordance with the Council’s policies and procedures. Where you do not know, you are obligated to find out. * Complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council. * Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation. * Demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided and improve work practices to reduce risk. * Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council. * Accountable for ensuring all assigned work is completed within agreed timelines and specifications. * Show initiate and innovation in approach to all aspects of the position and provide recommendations on improvements to systems, policies and processes. |
| Judgement & Decision Making | |
| Band 5 (Generic) | Role Specific |
| * Objectives usually well defined * Some problem solving using guidelines, professional/technical knowledge or experience * Problems may be complex & require creativity & originality * Guidance & advice usually available within time to make a choice | * Required to solve routine technical problems using established procedures, practices and guidelines. * Objectives of the work are well defined but the method, process or equipment to be used must be selected from a range of alternatives. * Guidance and advice is always available in relation to the tasks undertaken. * Discretion may need to be exercised when handling certain types of information within established procedures and guidelines. * Problems are occasionally of a complex nature with advice readily available from the Coordinator Information Services. |

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| Specialist Knowledge & Skills | |
| Band 5 (Generic) | Role Specific |
| * If interpreting regulations, will require an understanding of underlying principles as distinct from practices * Support employees * Understand long term unit goals & appreciation of wider organisation goals | * Proven ability and experience in delivering an excellent standard of customer service. * Knowledge of the Microsoft suite of products, including Windows 10, Microsoft Office 2019, Office 365, MS Exchange and Active Directory, and MS Skype for Business and Teams. * Knowledge of data communications technologies and back up technology solutions. * Knowledge of computer technology applications, HP Trim and Pathway. * Ability to generate reports and extract information from Council’s computer systems. * Experience within a formal helpdesk system. * Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities. * Possess skills in process analysis, problem solving and documentation. * Understanding of information systems technical principles, application environments, operating systems and helpdesk functions. * Proven ability to undertake projects related to Information Systems. * Understanding of the long-term goals of the unit and an appreciation of the goals of the wider organisation is required. * Knowledge of both Council and local government policies, procedures and legislation; including meeting procedures. |

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| Management Skills | |
| Band 5 (Generic) | Role Specific |
| * Skills in managing time, planning, organising own work & setting priorities * Achieve specific objectives within available resources & timetable * If supervising – able to implement EEO, OH&S & training/development | * Managing time, setting priorities, planning and organising own work and where appropriate, that of others in the team so as to achieve specific and set objectives within resources available and within a set timetable. * Ability to solve problems through discussion and team work. * Ability to adapt to changes in the work area. * Ability to work effectively in a team environment and individually with minimal supervision. * Ability to provide accurate and timely advice to staff. * Understanding of, and ability to implement personnel practices including equal opportunity and health and safety, training and development. |

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| Interpersonal Skills | |
| Band 5 (Generic) | Role Specific |
| * Write reports in field of expertise and/or prepare external correspondence | * Well-developed written and oral communication skills. * Customer service skills with a demonstrated commitment to providing excellence in customer service. * Ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team. * Ability to gain cooperation and assistance from staff in the administration of well-defined activities. * Ability to adapt to changes in technology. * Ability to prepare routine and external correspondence and write reports in the field of expertise. * High attention to detail. * Adaptable, flexible and the ability to respond to changing needs of internal customers. * Willingness to work collaboratively in a positive team environment with a shared workload and responsibilities. * Discuss, analyse and resolve issues within the scope of this role across all levels of council. * Ability to work in a diverse team, a demanding environment and tight timelines. * Ability to represent Council in a positive and professional manner. * Ability to work independently and as part of a team. * Ability to communicate effectively at all levels of the organisation; including building partnerships with the business. |

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| Qualifications & Experience |
| * Successful completion of Tertiary qualification in an Information Technology related discipline or industry certifications with a minimum of 3 years’ experience in a similar role within a corporate environment. * Relevant experience working in an IT Support/Help Desk Team or similar environment. * Satisfactory Police Check. * Current Victorian Drivers Licence. |
| Role Specific Selection Criteria |
| * Successful completion of Tertiary qualification in an Information Technology related discipline or industry certifications with a minimum of 3 years’ experience in a similar role within a corporate environment. * Relevant experience working in an IT Support/Help Desk Team or similar environment. * Demonstrated experience in the administration of Microsoft Active Directory and Microsoft Exchange Server, MS Skype for Business and Teams. * Demonstrated experience providing 2nd level technical support for Microsoft Office 2019, Office 365 and Windows 10 in a large corporate environment. * An understanding of corporate IT systems, particularly land information systems, Pathway, GIS and electronic document management systems. * Well-developed written and oral communication skills, * Managing time, setting priorities, planning and organising own work and where appropriate, that of others in the team so as to achieve specific and set objectives within resources available and within a set timetable. * Customer service skills with a demonstrated commitment to providing excellence in customer service. |