



Information Technology Support Officer

POSITION DESCRIPTION

Position Number:	3490
Portfolio:	Office of the CEO
Business Unit:	Information Services
Team:	Information Technology
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 3
Reports To:	Coordinator Information and Technology
Revised:	May 2025

General Position Statement:

This position supports Council's direction by delivering effective and efficient support and advice for Council's technology systems and applications in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities:

This position has the following responsibilities:

1. Assist in the resolution of software, hardware and network related problems in a timely manner and ensure relevant information is conveyed to the appropriate officer.
2. Provide technical support to staff, Councillors and Mayor in the use of Council's IT equipment by, but not limited to, phone, in person and remotely. Referring more complex enquiries to Senior Officers as required.
3. Assist in provisioning and deployment of end user devices i.e. laptops, mobile phones, tablets, desktop PC's etc.
4. Assist in the management, packaging and support of software used by Council.
5. Assist with management of Active Directory objects and services (mail, user accounts, file permissions etc.).
6. Monitor, manage and respond to IT service desk/telephone requests in a timely manner following service level agreement standards.



7. Install and support network infrastructure i.e. printers, cabling, wireless access points etc.
8. Assist with monitoring data backup integrity and maintaining back up media.
9. Participate as an active member of project teams and provide IT advice at team levels.
10. Ensure that required work practices and operational procedures are followed.
11. Assist Senior Officers and other team members as required.
12. Provision of administrative and clerical tasks associated with the operations of the Section including creation and maintenance of relevant ICT documentation and work instructions
13. Assist in the identification and implementation of innovations that add value to the service and performance of the Section.
14. Contribute to a customer service focussed culture that is committed to Council's values and strategic objectives.
15. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
16. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
17. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Ability to acquire the knowledge of work procedures relevant to the work area.
2. Appropriate knowledge and understanding of Windows domain network support and administration, networking concepts, data communications, Microsoft Operating systems and Microsoft Office applications.
3. Good communication (verbal and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
4. Good time management, planning and organisational skills.
5. Ability to effectively operate Council's computer systems including Finance One and the MS Office Suite.

Mandatory Qualifications, Licences and Experience

1. Certificate III in Information, Digital Media and Technology or experience in an Information Technology environment.
2. Must possess and maintain a current motor vehicle driver licence.





Desirable Qualifications, Licences and Experience

1. Experience in a local government environment.
2. Demonstrated experience in responding to TIER 1 and/or 2 in an IT Helpdesk/Service Desk support environment.
3. Microsoft Certification or other relevant industry training.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation.
4. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations:

Financial, Administrative and Human Resource Management Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





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SELECTION CRITERIA

Position Number:	3490
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Reports To:	Coordinator Information and Technology
Revised:	May 2025

1. Mandatory Qualifications and Licences:

- Certificate III in Information, Digital Media and Technology or experience in an Information Technology environment.
- Possess and maintain a current motor vehicle drivers licence.

2. Appropriate knowledge and understanding of Windows domain network support and administration, networking concepts, data communications, Microsoft Operating systems and Microsoft Office applications.

3. Good communication (verbal and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.

4. Good time management, planning and organisational skills.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took, how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.