



POSITION DESCRIPTION

Position Title	Field Services Technical Support Officer
Position Code	7114
Business Unit	Field Services
Work Group	Field Services
Position Classification	Band 4
Effective Date	March 2022

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues. □
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 Create and maintain Field Services annual and cyclic maintenance programs & provide technical and hardware (IT) support to the Field Services Team.

2. Working Relationships

Reports to	Manager Field Services
Supervisors	NA

3. Key Responsibilities

3.1 Provide high quality technical support to the Field Services Unit including scheduling and maintaining files, records, and databases.

3.2 Provide support and training for the implementation of new software and hardware in the field.

3.3 Provide technical support in the resolution of software and hardware issues/requests.

3.4 Support work teams by administering work management tools including OneCouncil, Ci Anywhere and Field based applications.

3.5 Support work teams by scheduling, monitoring, and updating operational data and annual work programs.

4. Core Physical Requirements

4.1 Capacity to, on occasion, lift items unspecified in weight within individual limits.

4.2 Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.

4.3 Capacity to drive a motor vehicle.

5. Accountability and Extent of Authority

5.1 Accountable for quality and effectiveness of hardware support to work teams ensuring timelines in actioning and processing tasks.

5.2 Authorised and accountable for providing technical support to the Field Services Unit including scheduling, monitoring, and updating operational data and annual work programs.

5.3 Accountable for fulfilling obligations under the Occupational Health and Safety Act, relevant regulations and Council's OH&S Policy.

6. Judgement and Decision Making

6.1 Problem solving will require some originality in approach with solutions usually attributable to applications of previously encountered procedures and practices, guidance and advice is usually available within the time available to make a choice.

6.2 Tasks undertaken in this role generally use established procedures; objectives with the role are well defined.

6.3 Ability to improve or develop work methods and techniques based on previous experience.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Demonstrated skills and knowledge of the practices and principals in IT Technical Support.

7.1.2 Demonstrated knowledge of Council's operating procedures.

7.1.3 Demonstrated proficiency in the utilisation of Microsoft suite of programs and specialised software packages and data bases.

7.2 Management Skills

7.2.1 Demonstrated skills in managing time, setting priorities, planning and organising own work to ensure a responsive approach to specific and set objectives are achieved.

7.2.2 Ability to initiate and respond positively to change.

7.2.3 Ability to work with limited supervision.

7.3 Interpersonal Skills

7.3.1 Ability to gain cooperation and assistance from clients and other employees to achieve the objectives of the field services teams.

7.3.2 Ability to communicate effectively, both verbal and written and prepare correspondence as required.

8. Qualifications and Experience

8.1 Demonstrated experience in using information technology effectively for the delivery of services, particularly the Microsoft Office suite of programs and TechnologyOne.

8.2 Certificate III in Business (Office Administration) or other relevant qualification or extensive experience related to administrative support.

9. Key Selection Criteria

9.1 Demonstrated experience in using information technology effectively for the delivery of services, particularly the Microsoft Office suite of programs and TechnologyOne.

9.2 Sound communication skills.

9.3 Certificate III in Business (Office Administration) or other relevant qualification or extensive experience related to administrative support.

9.4 WorkSafe Occupational Health and Safety Construction Induction - Preferred.

9.5 Demonstrated ability to work cooperatively as a team member.

9.6 Current Victorian Drivers Licence.

Authorised by: Director –

Date:

Employee's Signature:

Date:
