Position Description

Position Title:	Technical ICT Officer
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Section:	ICT Support
Classification:	Level 3
Employment Type:	Full-time (Part-time hours considered)
Department:	Corporate & Financial Services
Reports to:	Senior Technical ICT Officer
Direct Reports:	Nil

POSITION OBJECTIVE

The Technical ICT Officer is responsible for providing high level technical advice and support relating to ICT systems and infrastructure across Council and for the provision of day-to- day trouble shooting and maintenance activities to ensure that ICT systems are meeting user needs within the organisation.

The role requires a high level of professionalism, a commitment to high-quality service delivery, and a proactive approach to continuous improvement, ensuring outcomes align with the best interests of Council and the community.

KEY POSITION RESPONSIBILITIES

- Working with and under the guidance of Councils Managed Service Provider:
- Operate as onsite and physical point of contact for information technology issues.
- Assist with training of new employees in the use of Council's systems and applications.
- Perform software and hardware maintenance and troubleshooting to ensure the effective functioning of Council's computer and telecommunications network and devices, including but not limited to, laptop and desktop computers, photocopiers and network servers, phones, and tablets.
- Apply and amend system/user permissions/delegations in key Council line of business applications and building security access as required.
- Be the designated link with Councils ICT suppliers.
- Assist Director of Corporate and Financial Services with preparation of Councils ICT budget.
- Assist with the development and implementation of software programs and modules (e.g. TRIM, Authority, PoziMaps, Guardian [Disaster Management], Meter Track, Auto Cad, Audio Visual equipment, and Aurora [Library]) where required.
- Maintain registers and perform audits at appropriate intervals as follows:
  - Annual software license audits including standalone programs on various user devices.
  - Annual audit and stocktake of Councils accountable items relating to software, hardware, and other devices/assets.
  - Maintenance of Council's asset lifecycle register, providing recommendations for replacement or upgrade as required.
  - Monthly audit of network/cloud users, advising the Managed Service Provider of any terminated users.
  - Review of building security access as required.

- Assist, as directed, with any Council related IT projects, monitoring, and maintenance such as CCTV, Public Wi-Fi, Depot Wi-Fi, STP, Library, including the configuration and installation of devices and associated software.
- Assist and manage MDM (Mobile Device Management).
- In consultation with Managed Service Provider, is responsible for updating and maintaining Council's ICT Procedure Manual.
- Overseeing & resolving issues with network peripherals, including site-to-site VPNs, Applications, workstations, servers, and operating systems.
- Network device administration across Council LAN and WAN infrastructure.
- System Administration tasks example Active Directory maintenance.
- Assist design, install, update, manage and effectively use Teams, Microsoft 365 and Azure services.
- Participates in service delivery that meets the needs of various development teams and ensures that service levels, security requirements and quality standards are met.
- Assisting in the implementation and management of technical guidelines to ensure adherence and compliance.
- Assist in ICT Project management & Project documentation.
- Monitoring the performance of cloud resources and work with delivery teams to ensure appropriate service levels and capacity.
- Receiving and logging incoming tickets from users using ticketing system provided by Councils Managed Service Provider.
- Follow Council design processes for ticket creation, updating, closure and escalation.
- Assist staff with Cyber security training and monitor M365 Defender notifications.

SELECTION CRITERIA

Essential

- Diploma qualification within Information and Communications Technology, Project Management or a related field and/or demonstrated experience providing ICT services and support including desktop applications in a dynamic and diverse working environment.
- Demonstrable analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions.
- Demonstrated commitment to excellent customer service, and the ability to respond to all customer enquiries, internal and external in a professional and patient manner.
- Demonstrated sound level of Microsoft Office Suite, and the ability to rapidly acquire knowledge of corporate and other programs used by Council such as Authority and TRIM.
- Ability to work within autonomously, and within a wider team, establish work priorities, meet deadlines, actively follow up and resolve outstanding tasks while ensuring attention to detail.
- High level of communication and interpersonal skills with the ability to develop effective professional partnerships across diverse stakeholders.

Desirable

- Highly developed computer skills, including proficiency using the Microsoft 365 suite; experience with Cloud Commuting, Microsoft Azure Fundamentals and Authority Software solution, would be advantageous.
- Bachelor's or Master's Degree in a field of study relevant to this role, while not essential, would be highly desirable

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CORPORATE RESPONSIBILITIES

General

- Consistently complete allocated tasks to a high standard and within agreed timeframes.
- Undertake other tasks up to and including your competency and level.
- Actively promote the values of the organisation to staff.
- Actively participate in identifying, recommending, developing, and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently.

Administration

- Ensure general administration and records management requirements are being met.
- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner.
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required.
- Ensure that requests are acted on and reported upon in accordance with Council Policy.
- Keep your supervisor/manager appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public.
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced.

Organisational Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities:
    - changing workforce capabilities through multiskilling, succession planning, knowledge management.
    - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies.
- Willingness and ability to set the example and live the values.
- Willingness and ability to advocate a positive and constructive organisational culture.
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such.
- Willingness and ability to integrate the competing demands of work, home, community, and self.

Corporate Responsibilities

All employees are bound by the *Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Flinders Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role.

Work Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Flinders Shire Council Work Health and Safety (WH&S) requirements, including the WH&S Management System, and WH&S Policies, Procedures, and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the *Work Health and Safety Act 2011* (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).

- Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2021*.

Other Requirements

- This position operates from Council's Administration Office in Hughenden. However, there is a requirement to travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role.
- Travel (including outside of normal hours) to attend training may be required.
- The incumbent must be:
    - prepared to work flexible hours to meet the requirements of the position.
    - willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required.
    - medically fit and physically capable to meet requirements of the position.
    - Prepared, if required, to undertake a medical assessment by Council's medical practitioner; and
    - Prepared, if required, for Council to undertake a Criminal History Check

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ORGANISATIONAL RELATIONSHIPS AND DELEGATIONS

Internal: Employees across all Council portfolios through to senior leaders including CEO.

External: General public, government departments, contractors, suppliers, and community groups.

Delegations: Technical ICT Officer works under general direction in the application of procedures, methods and guidelines which are well established and has the skills to manage time and organisational priorities. This position has delegated decision making and purchasing authority in accordance with Council's Delegation Register and Procurement Policy.

POSITION DESCRIPTION AUTHORISATION

Position Descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Flinders Shire Council may be developed or restructured.

Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Approved: Melanie Wicks, Director of Corporate & Financial Services

Signature: **Date:** …../…../…….

ACKNOWLEDGEMENT

I accept the above Position Description and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements.

Employee Name: _____

Signature: **Date:** …../…../…….