



Our Values

Respect Honesty Commitment Courage

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| Position Title: | ICT Support Officer |
| Directorate: | Corporate and Community Services |
| Reports to: | Coordinator Information & Communication Technologies |
| Date effective: | 2 September 2020 |
| Agreement Level: | EBA Level 6 |
| Position no: | CIS02 |

Values only become meaningful when they are translated into behaviours that people engage in and others can observe. They are the cornerstone of 'walking the talk'.

1. Purpose

1.1 Primary functions

The ICT Services team provides, maintains and supports Council's information and communication technology. This position assists in this function by providing technical support and help desk service to customers including Councillors and employees and liaising through Business Units to assist community groups.



Goal 1:
Valuing the
natural
environment

Goal 2:
Welcoming and
inclusive
communities

Goal 3:
Managing growth
sustainably

Goal 4:
Vibrant and
diverse economy

Goal 5:
Effective
leadership and
governance

1.2 Key functions and duties

| Key functions | Specific duties | % Time |
|------------------------------------|---|--------|
| Help Desk Service | <ul style="list-style-type: none"> Assist all customers (users) with their questions about any of the supported software and computing platforms in a professional and courteous manner. Work with customers to identify the problems and advise on the solution. Liaise with software and service suppliers for solutions to calls and keep customers up to date on the status. Maintain a log of support requests and analyse calls to spot common trends and underlying problems Install and maintain computer hardware, peripherals, software, and mobile devices. | 40 |
| ICT Training and Inductions | <ul style="list-style-type: none"> Maintain current easy to follow self-help documents as a resource for customers Maintain relevant system documentation including manuals and procedures Provide induction training to new staff members | 10 |
| Communication Technology | <ul style="list-style-type: none"> Coordinate the PABX, mobile telephone, faxes and email services Liaise with of external IT contractors and consultants providing Information and Communication Technology services. Undertake daily operation, monitoring and maintenance of Council's communications network and assist with design, installation and implementation. Identify and recommend improvements to procedures and systems as part of continuous improvement practices to reduce errors, rework and waste in Council systems. | 10 |
| System Administrator | <ul style="list-style-type: none"> Provide administrator services for the following: <ul style="list-style-type: none"> Active Directory and Group Policy Management Microsoft 365 Services (Exchange, SharePoint, Endpoint Manager) Microsoft System Centre Configuration Manager VMware (Esxi and vCentre) | 20 |

| | | |
|---------------------------|---|----|
| | <ul style="list-style-type: none"> • Liaise with service and software providers in respect to the provision and maintenance of computer hardware, software and network configurations. • Monitor and maintain all virtual and physical servers. • Administer and monitor endpoint protection application. | |
| Network Management | <ul style="list-style-type: none"> • Undertake daily operations of various Local Area Networks and the Wide Area Network • Review and configure firewall policies • Undertake creation, modification or deletion of users on the network • Liaise with software and service suppliers for solutions to calls, provide feedback to assist in solving calls and informing users of the status of their calls • Administer the daily backups of Council's Servers including: <ul style="list-style-type: none"> ○ Regular review of backup sets for appropriateness. ○ Regular review of status of backups and replication ○ Regular testing of backup and replica restoration. | 20 |

General

- Work in accordance with the Shire's defined Equal Opportunity and Anti-discrimination legislation, procedures and principles;
- Work in accordance with the Shire's defined Occupational Safety and Health legislation, procedures and principles;
- Adhere to the Shire's Code of Conduct, policies and management practices as amended from time to time;
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions; and
- Ensure all duties as directed by the Chief Executive Officer are fully undertaken.

2. Extent of Authority

Under the limited direction of the Chief Executive Officer and as delegated from time-to-time, the incumbent has authority to act within predetermined guidelines, policies, procedures, predetermined budgetary limits and expenditure and in accordance with the statutory provisions of the Local Government Act 1995 and other relevant legislation.

Delegated authority in accordance with the following:

3. Relationships

3.1 Responsible to
Coordinator Information & Communication Technologies

3.2 Responsible for

3.3 Internal Stakeholders

CEO & Department Heads
Councillors
Council Staff

3.4 External Stakeholders

Community Members and groups
Public Utilities and Authorities
Consultants and other professionals
State and Federal Ministers and Departments
Associations of Local Government
Local Governments

4. Position Selection Criteria

4.1 Position essentials

Highly developed interpersonal and customer care skills
Well-developed analytical and problem-solving skills combined with an ability to exercise initiative and judgment
Certifications or tertiary qualification in information technology / related discipline or proven experience in providing information technology services
Highly developed skills and experience in Windows business desktop and server operating systems
Competent skills in the administration of networks and communications systems
Working knowledge of firewall configurations, including rules/policies and VPNs
Current "C" class driver's license

4.2 Position desirables

Working knowledge of Microsoft System Centre Configuration Manager
Working knowledge of Microsoft 365 services including Exchange Online
Working knowledge in database administration including Microsoft SQL
Working knowledge of "SynergySoft" and "Altus" Local Government software packages

5. Parties

Present Occupant Name:

Signature:

Date:

Reporting Officer Name:

Signature:

Date: