

POSITION DESCRIPTION

POSITION TITLE: Information Technology Officer
CLASSIFICATION: Band 5
UNIT / DIVISION: Information Technology / Corporate Services

HUMAN RESOURCE MANAGER:
Signature & Date

GENERAL MANAGER:
Signature & Date

INCUMBENT:
Signature & Date

POSITION OBJECTIVES

As a member of the Information Technology Team, the Information Technology Officer (IT Officer) will provide front line Information Technology helpdesk and desktop support, user administration, network and business systems administration and application support.

The IT Officer will maintain a strong focus on customer support using council's helpdesk software and provide operational support and assist with ICT asset management. The IT Officer will assist the ICT team with development and enhancement projects and participate in technical and both on-premise and cloud-based software and infrastructure projects.

KEY RESPONSIBILITIES

- Operate front-line IT Helpdesk call/request logging and allocation system
- Provide Level 1 support and Level 2 support where possible
- Resolve support requests
- Assist with User and Network administration
- Monitor and manage network disk usage and user/departmental quotas
- Collect and monitor monthly printer meter readings to verify invoiced amounts from equipment supplier
- Coordinate service calls for printers & photocopiers and other end user devices
- Contribute to and maintain the ICT operations manual
- Assist with the ongoing management, distribution and tracking of Council's IT assets including desktops, laptops, tablets and mobile phones including maintaining a complete asset register
- Assist with new product research and development
- Assist with the building and deployment of new Standard Operating Environments
- Administer and manage Office 365 & Azure services

POSITION DESCRIPTION

ORGANISATIONAL RELATIONSHIPS

| | |
|---------------------------------|--|
| Reports to: | ICT Coordinator |
| Supervises/Manages/Coordinates: | Nil |
| Internal Liaisons: | ICT Manager All staff Councillors |
| External Liaisons: | Software and hardware suppliers and support organisations Telecommunications service providers Contractors |

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Ensure all calls and requests to Helpdesk are logged and allocated to appropriate internal or external support staff within the agreed timelines
- Ensure own support tasks are completed within agreed timeframes
- Accurately maintain and reconcile ICT Hardware and Software asset registers
- Complete allocated project tasks in accordance with agreed scope and timeframes
- Comply with legislation and relevant regulations, including Local Government Act 1989, Occupational Health and Safety legislation, Risk Management Requirements
- Contribute to ICT development/improvement projects as directed
- Ensure user account and system security policies are applied in user and network administration tasks
- Advise ICT Coordinator on improvement and innovation opportunities to benefit council
- Where possible, provide Level 2 support services but should refer resource intensive or highly complex issues to ICT Coordinator or appropriate support staff.

JUDGEMENT AND DECISION MAKING

- Using knowledge and experience gained take actions, or coordinate actions by appropriately skilled contractors, to maintain efficient operation of ICT services. Guidance and advice will usually be available within the time required to make a choice
- Take emergency action considered appropriate to restore normal system operations in accordance with the System Operations Manual when otherwise unable to confer with the ICT officer with primary responsibility for the system in question
- Exercise utmost ethical discretion in dealing with confidential and private data related to both employees and the public
- Refer all matters outside of skill areas and responsibility to other appropriate IT team members

SPECIALIST KNOWLEDGE AND SKILLS

- Understand principles of good customer service and communication skills in an active and diverse ICT support environment
- Strong technical knowledge of Windows desktop hardware, operating systems and office productivity tools
- Ability to diagnose faults with computer software and hardware
- Understanding of helpdesk management systems and related principles of ITIL or similar standards & disciplines
- Knowledge of server operating systems and Windows, VMWare, Citrix, Microsoft Office 365, Active Directory, Azure, and Microsoft Server management and administration
- Understanding and experience in information security
- Experience in technical support of both desktop and network systems

POSITION DESCRIPTION

- Experience with support of multi-function output devices and management systems and with technical support of IP telephony systems
- Experience with system administration for business systems used in Local Government
- Develop and source training resources as a proactive measure to assist to reduce Helpdesk calls from customers

MANAGEMENT SKILLS

- Ability to manage time and set priorities, often in high pressure situations, where there is a mix of short term urgent work and longer term critical deadlines
- Ability to liaise with ICT team and users on issue resolution targets and timeframes
- Ability to provide IT technical training to individuals or groups
- Training of users to reduce high volume IT support requests
- Assist with device rollout including delivery, storage and deployment in line with standard device policy

INTERPERSONAL SKILLS

- Excellent interpersonal skills with the ability to relate to users, other IT staff and external IT service providers
- Good oral and written communication skills to ensure complex concepts and technical details are both fully understood and explained
- Ability to gain cooperation and assistance from users, other IT staff and external service providers in the administration of defined activities and to resolve organisational IT problems
- Ability to work individually and within a team environment
- Liaise with external vendors for ordering equipment and software
- Coordinate service calls for end-user devices
- Able to be discrete, maintain confidentiality and protect privacy

QUALIFICATIONS AND EXPERIENCE

Mandatory

- Tertiary qualifications in an Information Technology discipline (or near completion of same) or TAFE Certificate IV in an Information Technology discipline with some work experience, and/or significant industry experience
- Sound knowledge and significant experience in desktop hardware and software
- Experience in the installation and configuration of Windows operating systems and related hardware
- Knowledge and experience in Microsoft products
- Foundation Knowledge of Networking, Security, and Communications for both on-premise and Cloud based technologies.

Desirable

- Local Government experience

Key Selection Criteria

- Qualifications and experience
- Demonstrated skills in a broad range of relevant ICT technical support areas in a medium sized organisation
- Demonstrated commitment to customer service and high-level customer service skills and experience with particular relevance in an ICT Helpdesk environment
- Written and oral communication skills

Other Prerequisites – Applicants must have a valid Australian visa with work rights and hold an Australian Driver's Licence.