

POSITION DESCRIPTION



POSITION DETAILS

Position Title	ICT Officer
Position Number	
Department	Corporate and Community
Section/ Stream/ Unit	Information Management, Information and Communication Technology
Classification	Level 3 – 4, Queensland Local Government Industry (Stream A) Award – State 2017
Reports To	ICT Coordinator

POSITION OBJECTIVES

To support the daily operation and administration of Council's information and communication technology systems to deliver quality and innovative systems and service delivery for the organisation.

KEY RESPONSIBILITIES

- Implement and maintain computer hardware, software, backups, networks, mobile devices, and related systems.
- Support system users with specialist technical advice, troubleshooting and training.
- Maintain and deliver high level of customer service whilst undertaking ICT helpdesk activities, ensuring service requests are correctly prioritised and scheduled jobs are executed.
- Prioritise, troubleshoot and communicate urgent works for planned and unplanned maintenance.
- Assist in delivering projects such as desktop hardware and software renewals and installations.
- Develop and maintain technical and procedure documentation including ICT asset registers.
- Contribute to the continuous improvement of Council's ICT systems and processes.
- Coordinate user account management.
- Build and maintain effective business relationships through effective communication with internal and external stakeholders.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

POSITION REQUIREMENTS

Essential Skills, Knowledge and Experience

- Demonstrated commitment to work as an effective, positive team member in an environment that encourages staff to maintain a self-motivated, proactive approach and which supports both professional and personal development.
- Well-developed interpersonal skills and ability to contribute to a cohesive team environment and maintain positive relationships with internal and external stakeholders.
- Demonstrated numeracy, written and verbal communication skills including ability to provide advice in relevant discipline and discuss techniques, procedures and / or results with clients.
- Provide and maintain a high standard of customer service.
- Ability to work effectively under general direction, to lead and supervise a team, to manage time, plan, organise and prioritise own work, and if required, that of subordinate staff to achieve defined outcomes.
- Strong attention to detail and perform work with a high level of accuracy.
- Demonstrated data entry and word processing skills, and a high level of proficiency in the use of Microsoft 365 products, and Council's Information Management Systems (MagiQ Documents, MagiQ Enterprise), or ability to rapidly acquire same.
- Sound knowledge of Council's standard work practices, procedures and policies, the underlying discipline principles, and statutory requirements relevant to the work area.
- Exercise sound judgement, and a high degree of initiative, confidentiality, and sensitivity in the provision of administrative support of a complex nature.

- Ability to undertake responsibility and co-ordination of moderately complex projects.

Desirable

- Ability to identify specific or desired performance outcomes.
- Ability to provide expert multi-disciplinary advice gained through qualification and/ or previous experience in the discipline.
- General understanding of the local government industry.

Qualifications, Training and Licences

- Unrestricted drivers licence – 'C' class is essential.
- Relevant tertiary qualification to Degree level and/ or undertaking formal qualifications relevant to the work area with relevant experience.
- Working at Heights competency (desirable).

WORK HEALTH AND SAFETY

Employees must ensure all work is carried out to meet Work Health and Safety objectives and targets to eliminate risk of injury and illness for themselves and others. Obligations and targets may be met by:

- Complying with the Workplace Health and Safety Act and Regulations;
- Conducting themselves in a manner that ensures their own health and safety and also that of everyone around them;
- Adopting and maintaining safe working practices in accordance with procedures, policy and workplace instructions;
- Using appropriate personal protective clothing and equipment as required and/ or directed;
- Reporting all accidents, injuries, incidents, near misses and damage to plant/ equipment to management as soon as possible;
- Eliminating, reporting or advising a supervisor of potential hazards, hazardous work related conditions and/ or practices; and
- Actively participate in risk assessments of workplace hazards.