



Position Description
Information Technology - IT Support
Officer

Position Title:	Information Technology - IT Support Officer
Occupant:	
Reports To:	IT Coordinator
Grade:	Broad-banded (Grade 13 to 15)
Division:	Corporate Service
Department:	Corporate Information
Section:	Information Technology
Effective Date:	30 October 2012
Folder No:	F2007/00467

1 Organisational and Purpose Context

The Corporate Information department provides services to meet the information management, communication and workflow automation needs of Council. Within the department, the Information Technology (IT) team provides and supports the IT infrastructure used by Council. This infrastructure includes desktop computing, shared servers and storage, voice and data communications. The IT Help Desk is the primary service delivery mechanism for the IT team to interact with its internal customers across the Council. The IT team works with external IT service providers on behalf of the Council.

The IT Coordinator leads and manages the IT team. The IT Support Officer position reports directly to the IT Coordinator. The position may be assigned to the department's Remote Services team and work under the technical direction of the IT Systems Administrator to deliver IT services to Council sites dispersed across the region – eg libraries.

The IT Support Officer provides generalised support for the Council's IT environment and expert technical support for the desktop computing platform and telecommunications infrastructure. The position provides the second tier of IT support (behind the IT Help Desk) to resolve complex requests/problems or refer to IT specialists, as required.

The IT Support Officer works in close collaboration with the IT Help Desk, the 'Councils Online' Help Desk and telecommunications support vendors to provide a seamless service for clients within the Council.

2 Key Selection Criteria

GRADE 13

Essential

- Hold relevant tertiary qualifications; or relevant experience in IT or related fields
- Customer service attitude
- Work according to defined business processes
- Participate effectively in team environment
- Effective interpersonal and written communication
- Analyse technical problems, and identify and implement appropriate solutions

Highly Desirable

- Expertise in technical support of desktop computing
- Knowledge of IT service management methodologies (ITIL)
- Maintain effective working relationships with clients, colleagues and suppliers

Desirable

- Specific knowledge and experience of the Council's IT systems
- Relevant experience in the local government sector
- Current NSW Class C motor vehicle license

GRADE 14

Essential

- Hold relevant tertiary qualifications; or relevant experience in IT or related fields
- Deliver technical services in a customer-focussed manner
- Work independently to achieve defined objectives
- Participate effectively in team environment
- Effective interpersonal and written communication
- Maintain effective working relationships with clients, colleagues and suppliers
- Analyse technical problems, and identify and implement appropriate solutions

Highly Desirable

- Expertise in technical support of desktop computing
- Expertise in IT service management methodologies (ITIL)
- Specific knowledge and experience of the Council's IT systems

Desirable

- Manage desktop computing projects
- Relevant experience in the local government sector
- Current NSW Class C motor vehicle license

GRADE 15

Essential

- Hold relevant tertiary qualifications; or relevant experience in IT or related fields
- Expertise in technical support of desktop computing in a corporate environment
- Knowledge of IT service management methodologies (ITIL)
- Work independently to achieve organisational objectives
- Participate effectively in cross-disciplinary teams
- Effective interpersonal and written communication
- Maintain effective working relationships with clients, colleagues and suppliers
- Analyse technical problems, and identify and implement appropriate solutions

Highly Desirable

- Professional accreditation relevant to the role
- Knowledge of current and emerging technologies relevant to desktop computing
- Specific knowledge and experience of the Council's IT systems
- Plan and manage technical projects

Desirable

- Relevant experience in the local government sector
- Current NSW Class C motor vehicle license

3 Duties

Service delivery

1. Provide technical support for desktop computing and telecommunications infrastructure and generalised support of Council's IT environment
2. Work in close collaboration with the IT Help Desk, the Councils Online Help Desk and telecommunications support contractor to provide customer service
3. Under direction, act as Councils Online System Administrator in accordance with the responsibilities of the role

Service development

4. Contribute to development planning for Council's desktop computing and telecommunications platform
5. Participate in projects to develop and/or implement desktop computing and telecommunications components

Relationship management

6. Maintain effective relationships with clients, colleagues and suppliers to achieve desired Council outcomes

Corporate responsibilities

7. Comply with Council policies and procedures including: Integrated Management System, correct documentation of all procedures, and appropriate risk assessment and mitigation
8. Contribute to corporate plans and performance reporting as required

4 Relevant Position Information

Please note prior to an offer of employment being made, recommended candidates may be subject to the following pre employment checks:

- Medical assessment

This position may require:

- Shift and Weekend Work
- On Call Work
- Work across multiple sites
- Travel

This position will work a nine (9) day fortnight.

5 Personal Characteristics

- Versatile
- Well organised
- Positive attitude
- Honest and trustworthy
- Practical
- Loyal to colleagues, the team, and the Council
- Willing to embrace change
- Service-oriented

6 Equal Employment Opportunity, Anti-Discrimination, and Harassment Responsibilities

Employees

Must take all reasonable measures to ensure they do not inappropriately discriminate against or harass other employees or customers and that they comply with legislation, Council's policies, procedures, and business rules relating to discrimination, harassment, and equal employment opportunity.

7 Competencies

Council has a competency based salary system. Newly appointed persons will be assessed for competency after six months. Further competency assessment will occur at six monthly intervals. Employees are able to access the LMCC Core Competencies via the Control Document Register.