



## Position Description

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| <b>POSITION TITLE:</b>      | Trainee Information and Communication Technology Officer |
| <b>DEPARTMENT:</b>          | Corporate Services                                       |
| <b>SECTION:</b>             | Information and Communication Technology                 |
| <b>REPORTS TO:</b>          | Manager Information and Communication Technology         |
| <b>DATE OF LAST REVIEW:</b> | 3 December 2024  |

### PURPOSE OF THE POSITION

- To learn and develop skills to assist in the provision of direct support of Council's ICT customers in their use of ICT resources.
- Completion of Certificate III in Information Technology

### SELECTION CRITERIA

#### Essential

1. Higher School Certificate
2. Good literacy and numeracy skills
3. Drivers licence
4. Genuine interest in a career in information technology
5. Able to work in a team environment
6. Positive attitude and enthusiasm for learning
7. Commitment and willingness to complete the traineeship term

#### Desirable

8. Current first aid certificate

### KEY RESPONSIBILITIES

- Provide initial help desk support for Council staff
- Support and assist other members of the Information and Communication Technology Section
- Assist in the support of corporate software systems
- Maintain up to date documentation of software applications, hardware, systems and environments
- Assist in the rollout of Council's ICT fleet across the organisation
- Assist with the creation of new users
- Participate in other duties and projects under the direction of the Manager

## OTHER KEY CORPORATE RESPONSIBILITIES

|                                   |  |
|-----------------------------------|--|
| Work Health and Safety            | <ul style="list-style-type: none"><li>• Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm</li><li>• Participate in development of safe work methods and risk assessments with your supervisor when required;</li><li>• Actively participate in WHS inductions and training when required;</li><li>• Wear personal protective equipment (PPE) in the prescribed manner and when specified;</li><li>• Participate in workplace inspections if required;</li><li>• Take care of any plant or equipment of any kind, including computer and other telecommunication devices;</li><li>• Participate in emergency preparedness training, including any required knowledge for business continuity plans</li><li>• Report all hazards, near misses and damage to Nambucca Valley Council's property to the General Manager (or delegate).</li><li>• Where required for the position, either by legislation or through Nambucca Valley Council's policies and procedures, maintain all certificates, licences, operative training etc, and advise the General Manager (or delegate) of any change to these, including vehicle licences.</li><li>• Report all injuries/illnesses to the General Manager (or delegate) immediately;</li><li>• If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.</li><li>• Report any potential public liability and professional indemnity exposures in your workplace to the General Manager (or delegate).</li></ul> |
| Council's Policies and Procedures | Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed   |
| Customer Service                  | Promote a professional and positive image of Council. Take a pro-active approach to providing excellent customer service – to both internal and external customers.  |
| Equal Employment Opportunity      | Comply with the requirements of the Anti-Discrimination legislation and Council's policies and procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure an harassment-free workplace.   |
| Ethical Conduct                   | Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.  |
| Environmental Protection          | Comply with the requirements of legislation and Council's policies and procedures relating to environmental protection. Take appropriate action to ensure the protection of the environment.   |
| Statutory Obligations             | Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.  |
| Records Management                | Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.  |
| Teamwork                          | Support and promote teamwork through co-operation and communication.   |

## OUTPUT MEASURES

- Co-operation and assistance with allocated duties
- No complaints received in reference to accuracy, timeliness, courtesy and efficiency

**COUNCIL VALUES**

Council is committed to creating a workplace where staff demonstrate the following values in our behaviour and conduct:

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|------------------------|--|
| <b>Professionalism</b> | Show drive and motivation, innovation, an awareness of strengths and weaknesses and a commitment to learning         |
| <b>Accountability</b>  | Take responsibility for own actions, act in line with legislation and policy and be open and honest                  |
| <b>Community Focus</b> | Commit to delivering customer and community focused services in line with strategic objectives                       |
| <b>Teamwork</b>        | Be a respectful, inclusive and reliable team member, collaborate with others and value diversity                     |
| <b>Safety</b>          | Strive towards a safety focused workplace culture to ensure the wellbeing of staff, their families and the community |
| <b>Value for money</b> | Achieve results through efficient use of resources and a commitment to quality outcomes                              |

**ACCEPTANCE**

I, \_\_\_\_\_ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Nambucca Valley Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: