

IT Support Officer

Position Number	1032
Directorate	Corporate Services
Service Unit/Department	Information Technology
Location	Civic Centre, Roberts Avenue, Horsham
Position Classification	Band 4
Position Appointment	Permanent Full-time
Enterprise Agreement	Horsham Rural City Council Enterprise Agreement Number Ten, 2022-2025
Reports to	IT Lead

Organisation Values - **FAIR**

Flexibility

We are adaptable to changing circumstances

Accountability

We are responsible for our behaviour and actions

Integrity

We are ethical, transparent and honest in our conduct

Respect

We value diversity and appreciate others and will not tolerate sexual or others forms of harassment

1. Position Objectives

To support the Information Technology Unit's management and implementation of strategies, hardware and software to ensure efficient application of resources throughout the organisation, in particular including day-to-day operational and help-desk support and assistance.

2. Key Responsibility Areas

- Support the development, implementation and management of the IT strategy, including the provision of effective and ongoing input into the process of continuous improvement of services.
- Support the implementation, operation and development of effective and responsive information systems and hardware, including procurement support, the provision of technical support, the maintenance of IT industry and system knowledge, training, etc. In particular, have responsibility for the provision of technical support for hardware and software in line with vendor specifications and recommendations, which may involve but is not limited to device and component substitution, installation, upgrades, maintenance and replacement of hardware and software.
- Support the provision of telecommunication services.
- Provide a highly professional, responsive and practical support and assistance to the IT help-desk process, actively resolving problems/issues raised by users and ensuring compliance with any/all applicable service level agreements. This may also include but is not limited to the administration of system login accounts, fixed phones, mobile phones, file and printer administration, back up and data restoration applications.
- Maintain Council's software solution for mobile device management and provide reports as required.
- Help to promote good organisational computing practice and relevant IT policies and procedures, particularly in the area of standards, security, audit documentation and contingency and ensuring that computer systems are operated and maintained in an effective and secure manner.
- Ensure IT hardware and software inventories are accurately maintained.
- Prepare reports, documents and statistics on IT management issues, as requested.
- Support and assist in projects from time-to-time devised by other members of the IT unit.

Note: In accordance with award provisions, Council may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skills base.

3. Occupational Health and Safety (OH&S) Responsibilities

- Wear the correct personal protective equipment.
- Comply with safe work method statements and procedures.
- Report incidents and hazards.
- Don't interfere with or misuse anything at the workplace to support health, safety, and welfare.
- Participate in safety training apply learnings and requirements of the training.
- Take reasonable care for your health and safety and health and safety of others.

4. Accountability and extent of Authority, Judgement and Decision Making

- Responsible to the IT Lead for the satisfactory completion of duties within the set time schedule; to the appropriate standard and in a safe and efficient manner in accordance with the Occupational Health & Safety Act, regulations and requirements and Council policies which apply.
- Expected to provide a good quality of work and that tasks are performed in an efficient, effective, and accountable manner.
- Work is generally of a well-defined but technical nature with the particular method, process or equipment to be used selected from a range of available alternatives.
- Guidance and advice is generally always available within the time available to make a choice, whether from other IT staff or relevant help-desk providers.

Note: In their own interests, and as a legal obligation, employees have a responsibility to take reasonable care:-

- to protect their own health and safety at work
- to avoid adversely affecting the health and safety of any other person through any act or omission at work
- to use any equipment provided for health and safety purposes
- to obey any reasonable instruction they may be given in relation to health or safety at work
- to ensure they you are not, by the consumption of alcohol or a drug, in such a state as to endanger their own safety at work or the safety of any other person at work
- to promptly report all accidents to their supervisor

5. Skills and Knowledge

- Ability to install, maintain and configure Microsoft-based desktop operating systems and software.
- Ability to administer Microsoft-based server operating systems, including Active Directory user and device objects and filesystem access control lists.
- Ability to install, maintain, configure and administer software applications, especially as this might relate to specific applications utilised by Council.
- Experience in the installation and configuration of telecommunications equipment, workstations and notebook computers and other IT peripherals.
- Understand fundamentals of computer networking.

6. Management and Administrative skills

- Ability to effectively implement and follow processes and deliver outcomes in accordance with established project plans and operational procedures, together with the ability to follow instructions and delivery outcomes in accordance with directions given.
- Ability to plan, set priorities and organise work, within a set timetable and in an environment of change and conflicting demands.
- Ability to teach and guide others.

7. Interpersonal skills

- Ability to provide assistance through a combination of open communication, discussion, negotiation and team work.
- Ability to gain co-operation and trust from others (including Council personnel and the public) and liaise effectively and practically with customers and other staff, especially on technical matters and issues of concern.
- Excellent oral and written communication skills.
- Positive and constructive attitude towards dealing with and solving user and other problems.
- Sound judgement, analytical, problem solving and decision-making abilities.
- Adaptability and flexibility in response to changing circumstances.

8. Qualifications and Experience (Selection Criteria)

- Certificate III in Information Technology or associated area, or an extent and level of experience providing an equivalent knowledge.
- Certification in either Microsoft operating systems or Microsoft application software.
- One year's experience in a network administration or help-desk environment.

- Current driver's licence.
- Employment is subject to a satisfactory Police Records Check and medical examination.

KEY SELECTION CRITERIA:

- Certificate III in Information Technology or associated area, or an extent and level of experience providing an equivalent knowledge.
- Certification in either Microsoft operating systems or Microsoft application software
- One year's experience in a network administration or help-desk environment
- Understand fundamentals of computer networking.
- Proven ability in the installation, maintenance and configuration of Microsoft-based desktop operating systems
- Proven ability in the installation and configuration of telecommunications equipment, personal computers, notebook computers and other IT peripherals.
- Experience in teaching and guiding others
- Ability to undertake system/network maintenance and development activities out-of-hours, as necessary.

9. Organisational Relationships

Reports to:	IT Lead
Supervises:	Nil
Internal Liaisons:	All staff
External Liaisons:	System suppliers Consultants Other Councils

10. About Horsham and Horsham Rural City Council

Horsham Rural City is a vibrant, multi-cultural community situated in the heart of the Wimmera region of Victoria, approximately 300 kilometres north-west of Melbourne. The municipality has a population of approximately 20,000, covering an area of 4,267 square kilometres, with approximately three quarters of residents living within the urban area of Horsham.

Horsham is the major provider of retail, community and government services in the Wimmera, with dryland and broadacre agriculture being our major industry. There are a range of quality educational and health care facilities including secondary colleges, a university and an agricultural college.

Council is committed to working with the community to develop the municipality through strong leadership, vision, good governance, responsive services and quality infrastructure, whilst enhancing our liveability and natural environment.

Accessible and Inclusive Employer

Horsham Rural City Council supports flexible and accessible working arrangements for all staff. We are progressive, open to new approaches, and aim to be an inclusive and diverse workplace that celebrates the contribution made by all our staff.

Occupational Health and Safety/Risk Management

All employees are required to follow workplace health and safety requirements and obligations in accordance with legislative frameworks, Council policies (including the OHS Responsibility and Accountability Procedure) and other workplace procedures at all times.

Employees will also observe and comply with Council's Risk Management Policy and the application of sound risk management practices within the workplace and the community.

11. Further information

Horsham Rural City Council is an Equal Opportunity and Child Safe Employer and values Flexibility, Accountability, Integrity and Respect. We encourage and celebrate all cultures, heritage and diversity. We recognise the important and ongoing place that all Indigenous people hold in our community.

Council encourages applications from people of all abilities and can make information available in alternative formats if required.

Council and its employees also have obligations under Victoria's Charter of Human Rights and Responsibilities. See the People & Safety Department or www.humanrightscommission.vic.gov.au for further information.

Manager People & Safety
Horsham Rural City Council
PO Box 511
Horsham Victoria 3402
Email: hr@hrcc.vic.gov.au

12. Sign Off

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Document prepared by: People & Safety Department

Approved by:
(Director Corporate Services)

Date:

Employee name:

Signature:

Date: