

Upper Lachlan Shire Council



Position	Information Systems Support Officer
Reports to	MANAGER IT/GIS
Group	ENVIRONMENT AND PLANNING
Band/Level	B3/L1
Grade	11
Date revised	28 November 2024

Primary Purpose

The IT Systems Support Officer shall be responsible for supporting all aspects of the IT systems and services. Additionally the role includes responsibility for ensuring the security and integrity of computer operations and systems development in accordance with the organisations strategic direction.

Council Values

Council's values of sustainability, integrity, respect and professionalism guide the decisions, actions and conduct of all employees.

Accountabilities

- Ensure all devices operating on Councils network including workstations, servers, mobile devices and networking components are selected and configured in line with industry standards and Council requirements across their lifecycle.
- Provide installation, implementation, maintenance and support services for the computing hardware and software applications
- Assist in the development and implementation of IT strategies, plans, and procedures.
- Ensure system and data security is maintained, with a focus on the integrity of the organisations network and that data is secure in-line with necessary legislative requirements.
- Provide general IT computing support to the organisation utilising Council's helpdesk systems and tools to troubleshoot and resolve technical issues.
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT team.
- Maintain and develop excellent working relationships with key suppliers, conducting dealings in a professional and appropriate manner with a focus on support and procurement.
- Assist with ongoing development of related policies, procedures and internal documentation.
- Contribute to the performance of Council: leading by example, demonstrating professional conduct, making the best use of knowledge, experience and skills.
- Ensure a safe working environment by taking accountability for own actions and complying with Council's WHS policies and procedures.

The employee is required to undertake any other duties, projects or tasks as directed by their Manager and Department Director, which are within his/her skills, competence and training.

Key relationships

Internal	External
Management Team	Local Government Bodies and Professional Associations
Other staff	Government Agencies and Authorities
	Contractors/suppliers

Essential Criteria

1. Relevant IT experience and/or qualifications.
2. Demonstrated knowledge and experience working with IT systems in relation to network administration, server maintenance, database management and cloud applications.
3. Demonstrated experience in project implementation and management.
4. Demonstrated experience with database maintenance.
5. Demonstrated experience in providing end-user support.
6. Demonstrated extensive knowledge of the Microsoft ecosystem.
7. Proven ability to communicate and work productively as a member of a team and contribute to team goals.
8. Current Class C Drivers Licence.

Desirable Criteria

1. Relevant Microsoft certifications and exposure to the Microsoft 365 platform.
2. Demonstrated knowledge and experience in Civica Authority system administration.
3. Knowledge of and experience in Geographic Information Systems.

The position description should be read and applied, in conjunction with other corporate documentation that guides decision-making, actions and conduct including, but not limited to, the Code of Conduct, Delegations of Authority, legislation, policies, procedures and plans.

I have read and understand the requirements and accountabilities of this position.

Name (please print)

Signature

Date

SALARY PROGRESSION CRITERIA



Information Systems Support Officer

The emphasis at this level will be placed on the demonstrated application of the skills and knowledge required of the position. Assessments will be made based on the experience/qualifications of the jobholder and their ability to apply skills and knowledge to meet the accountabilities defined in the job description.

MINIMUM JOB REQUIREMENT

The jobholder is required to have met the essential criteria as described in the job description.

STEP 1	
Before being assessed for Step 1 Skills, the jobholder must have demonstrated achievement of all Essential Criteria described in the job description. When the jobholder demonstrates the achievement of all skills in Step 1, they are eligible for an increase in their rate of pay.	
1	Certificate IV in Information Technology or a contemporary experience in a similar role
2	A proven record of being proactive in working in cooperation with the Manager Information Technology to ensure that high quality IT services are made available throughout Council.
3	Demonstrated experience in Help Desk management system.
4	Demonstrated technical and diagnostics skills with the ability to communicate effectively with individuals across all levels of council
5	Demonstrated ability to prioritise a number of tasks/projects at one time whilst meeting deadlines and work productively as a member of a team and contribute to team goals
6	Adopt and utilise safe working practices

STEP 2

Before being assessed for Step 2 Skills, the jobholder must have demonstrated achievement of all Essential Criteria and Step 1 Skills.

When the jobholder demonstrates the achievement of all Skills in Step 2, they are eligible for an increase in their rate of pay.

1	Demonstrated ability to administer and maintain the server network.
2	Demonstrated ability to deal with difficult customers.
3	Acceptance of responsibility for and effectively managing own tasks.
4	Working positively with others in the organisation.
5	Capacity to act as a trainer (where necessary) in order to assist staff in using Council's information systems.
6	Assist in development and maintaining Council's IT Assets
7	A good understanding of other Divisions operations.

STEP 3

Before being assessed for Step 3 Skills, the jobholder must have demonstrated achievement of all Essential Criteria, Step 1 and Step 2 Skills.

When the jobholder demonstrates the achievement of all skills in Step 3, they are eligible for an increase in their rate of pay.

1	Assist in preparation of the budgets and capital works programs and the ability to monitor and control IT budget and expenditure.
2	Demonstrated knowledge and experience in Civica Authority.
3	Assist the Manager IT in managing the organisations cyber security compliance in accordance with the Security of Critical Infrastructure Act 2018 and all relevant regulations and best practice
5	To seek improvement and innovation in your work practices for the organisations benefit.
6	Assist in the development, implementation, and improvement of the organisations third party applications, including but not limited mobile devices/platforms, that support internal and external functions of the Council
7	Proven ability in disaster recovery testing.
8	Assist with the management of Council's software licenses and routine payments of related invoices

STEP 4

Before being assessed for Step 4 Skills, the jobholder must have demonstrated achievement of all Essential Criteria, Step 1, Step 2 and Step 3 Skills.

When the jobholder demonstrates the achievement of all skills in Step 4, they are eligible for an increase in their rate of pay.

1	Meets the all the Essential and the Desirable requirements of the position description
2	Contributes effectively to the team environment with evidence supplied on substantial positive and proactive action taken.
3	Assists in the formulation, implementation and review of policies and procedures relating to Information Technology.
4	Conduct investigations, submit recommendations and oversee improvements to the organisation's information systems and control procedures.
5	A proven record of completing and meeting defined timeframes for the provision of IT services.
6	Knowledge of and experience in IT project management and contractors engagement.

STEP MAXIMUM COMPETENCIES REQUIREMENT

To achieve Step Maximum Competencies the jobholder must apply a superior level of skills, knowledge, competencies and expertise to the position. Step Maximum Competencies will be achieved by the attainment of:-

1. Agreed competency and/or training/qualifications
2. Demonstrated efficiency and productivity improvements
3. Development and/or delivery of an innovative project
4. Continuous work improvement for a defined timeframe

Step Maximum Competencies will be subject to determination and assessment by the relevant Director, in consultation with the jobholder. Before the jobholder can be assessed at Step Maximum, the jobholder must have achieved Steps 1, 2, 3 and 4 Competencies.

Note: Competencies will be obtained and/or developed from a combination of the following sources:-

- Training.gov.au
- Job-specific competencies developed by Council
- WHS standards
- Former position description skill steps