

## POSITION DESCRIPTION

|   |  |
|---|--|
| <b>POSITION:</b> ICT Systems Technician |  |
| <b>DIRECTORATE:</b> Business Services   | <b>GROUP:</b> Business Systems             |
| <b>SECTION:</b> ICT Support             | <b>REPORTS TO:</b> Team Leader ICT Support |
| <b>GRADE:</b> F                         | <b>EMPLOYMENT TYPE:</b> Permanent          |
| <b>HOURS/WEEK:</b> 35                   | <b>POSITION No.:</b> 1083, 1084            |
| <b>DATE:</b> May 2026                   |  |

### OUR VISION

*“Empowering the community and visitors to enjoy and grow our opportunities”.*

### OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

### THE DIRECTORATE

Our Business Services Directorate is focused on enabling and supporting the City through the provision of high quality customer services, robust and innovative business systems, contemporary people and culture guidance as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks and Laboratory.



## **THE GROUP/SECTION**

Our Business Systems Group is responsible for working across the organisation to develop effective business solutions through the provision of technology systems and support to ensure enhanced service delivery and performance. The Group is also responsible for the provision of the Geographic Information System (GIS) and information to support decision making.

## **POSITION OBJECTIVES**

- Analyse, evaluate and diagnose technical problems and issues such as installation, maintenance, repair, upgrade and configuration and troubleshooting of desktops, software, hardware, printers, Internet, email and operating systems to ensure system integrity, security, backup, reliability and performance.
- To provide support to the leadership team of the City of Coffs Harbour on the establishing a high-performance organisation through the development of its people and processes.

## **KEY ACCOUNTABILITIES**

### **Work Health & Safety (WHS)**

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

### **Customer Service**

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

### **Community Engagement**

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management



## **Learning and Development (L&D)**

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

## **Sustainability**

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

## **Continuous Improvement**

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

## **Organisation Support**

- Support the leadership and management by:
  - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
  - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
  - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
  - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
  - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

## **KEY AREAS OF RESPONSIBILITY**

- Provide excellent service and advice to all customers regarding ICT.
- Troubleshoot, triage and resolve ICT issues in accordance with agreed timeframes.
- Ensure all incidents are recorded and the knowledge base is updated.
- Assist with system administration processes, support and projects aligned to ICT Operations, Networking, Cyber Security or Business Applications.
- Investigate and review hardware and software proposals in response to business requirements.
- Procure ICT equipment within delegation.
- Provision and decommission ICT equipment.
- Ensure the ICT Asset Register is up to date.
- Determining and assigning system access and privileges.
- Make recommendations about improvements to and assist in the management of unified communications solutions.
- Report on health of the service desk and support using appropriate performance metrics.
- Liaise with Technology Partners to assist in problem resolution and in understanding software developments and roadmaps.
- Partner with Business Services Group Team Leaders to discuss the impact of incidents on products and services.
- Identify training gaps within the organisation based on experience in resolving ICT issues to ensure efficient use of applications and equipment.
- Develop and review business support standards, processes and procedures, and guidelines for incident management.
- Develop and review training material.
- Proactively learn and train other staff members on new product and service technologies.
- Keep abreast of ICT technology and trends.
- Other duties as directed and consistent with the Position Objectives, the above duties and responsibilities

## **KEY RELATIONSHIPS**

### Internal

- Business Systems Group staff
- City of Coffs Harbour staff
- Leadership team

### External

- Technology partners

## **OTHER POSITION REQUIREMENTS**

- Based on a 35 hour week, the ordinary hours of work will generally be between 6:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Ordinary hours worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place, 27 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

## **QUALIFICATIONS/LICENCES/EXPERIENCE**

### Essential

- Tertiary Qualifications in ICT related discipline and/or equivalent relevant experience
- Current Class C Drivers Licence

### Desirable

- Microsoft Certifications
- Knowledge of MS 365 administration, Microsoft Azure and cloud technologies / integrations  
Powershell scripting methodologies

## **CAPABILITIES**

- Strong ICT technical skills gained through solid experience in the following areas:
  - Investigating and problem-solving complex ICT incidents
  - Understanding and applying security policies
  - Supporting large ICT operations
  - Supporting a variety of hardware and software
  - Change management
  - Corporate Applications (Windows, MS Supporting Corporate Applications particularly MS Office and TechnologyOne systems)
  - ICT terminology.
- Proven skills in fostering positive vendor relationships.
- High level communication and inter-personal skills.
- Proven Customer Service skills.
- Demonstrated ability to work in a team environment and contribute positively to team goals.
- Ability to deliver training.

## Position Demands Analysis

### ICT Systems Technician

| EXPOSURE RATING TABLE |               |                 |               |
|-----------------------|---------------|-----------------|---------------|
| No exposure           | Low Exposure  | Medium Exposure | High Exposure |
| 0 hrs daily           | 0-2 hrs daily | 2-4 hrs daily   | 4-8 hrs daily |
| 0                     | 1             | 2               | 3             |

| PHYSICAL REQUIREMENTS           |   |                                      |   |                                       |   |
|---------------------------------|---|--------------------------------------|---|---------------------------------------|---|
| Sedentary work lifting 0-4.5kg  | 0 | Elevating arms above shoulder height | 0 | Climbing to access / exit excavations | 0 |
| Light work lifting 4.5-9.1kg    | 1 | Extend arms for reaching             | 0 | Kneeling for extended periods         | 0 |
| Medium work lifting 9.1-22.7kg  | 0 | Sitting for extended periods         | 3 | Crawling                              | 0 |
| Heavy work lifting 22.7-45.5kg  | 0 | Standing for extended periods        | 1 | Balancing                             | 0 |
| Very Heavy work lifting >45.5kg | 0 | Walking for extended periods         | 0 | Hearing above background noise        | 0 |
| Repetitive Lifting              | 0 | Walking on uneven ground             | 0 | Depth perception                      | 0 |
| Pulling Loads > 5kg             | 0 | Frequent bending / stooping          | 1 | Colour vision                         | 1 |
| Pushing loads > 5kg             | 0 | Shovelling / digging                 | 0 | Fine manipulation                     | 1 |
| Lifting with trunk twisting     | 0 | Throwing                             | 0 |                                       |   |

| USE OF PERSONAL PROTECTIVE EQUIPMENT |   |                        |   |                          |   |
|--------------------------------------|---|------------------------|---|--------------------------|---|
| Safety boots / shoes                 | 0 | Dust Mask / Respirator | 0 | Reflective vest          | 0 |
| Hard hat                             | 0 | Protective eyewear     | 0 | Breathing Apparatus (BA) | 0 |
| Ear plugs / muffs                    | 0 | Gloves                 | 0 |                          |   |

| EXPOSURES             |   |                    |  |  |   |
|-----------------------|---|--------------------|--|--|---|
| CHEMICALS             |   | CHEMICAL NAME/TYPE |  | BIOLOGICAL                                 |   |
| Dusts                 | 0 |                    |  | Odours                                     | 0 |
| Liquids               | 0 |                    |  | Mists / Fumes                              | 0 |
| Herbicide spraying    | 0 |                    |  | Possible exposure to sharps                | 0 |
| Pesticide spraying    | 0 |                    |  | Possible exposure to Tetanus               | 0 |
| Gases / Vapours       | 0 |                    |  | Possible exposure to Hepatitis A, B, C     | 0 |
| Working with solvents | 0 |                    |  | Possible exposure to blood / bodily fluids | 0 |

| PHYSICAL/PSYCHOLOGICAL       |   |                                |   |   |   |
|------------------------------|---|--------------------------------|---|---|---|
| Inside work                  | 3 | Working near machinery         | 0 | Slippery surfaces                           | 0 |
| Outside work                 | 1 | Operating machinery            | 0 | Low light areas                             | 0 |
| Confined spaces              | 0 | Vibration                      | 0 | Shift work                                  | 0 |
| Working alone                | 0 | Working at heights             | 0 | Use of computer for screen based activities | 3 |
| Working with hot substances  | 0 | High Temperatures > 38 degrees | 0 | Prolonged Driving (periods > 2hrs)          | 0 |
| Working with cold substances | 0 | Low Temps < 3 degrees          | 0 | Violence / aggression from customers        | 0 |
| Noisy work areas             | 0 | Fatigue                        | 0 |   |   |