

# IT Support Officer

## Position Description



**Position number** 203101  
**Directorate** Office of the Chief Finance & Information Officer  
**Department** Information & Communication Technology (ICT)  
**Immediate Supervisor** Manager Information Services & Infrastructure  
**Supervising Position(s)** Nil.  
**Level** TT5 - Technical

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| <p><b>Position Approval</b></p> <p><i>Belinda Urquhart</i></p> <p>Belinda Urquhart<br/>Chief Executive Officer</p> <p><b>16 / 06 / 2026</b></p> <p>Review and Approval Date</p> |
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### Position Objective

Provide general IT support and training required by MacDonnell Regional Council (MRC) in Alice Springs and onsite at 13 remote communities within the MRC area of service.

### Key Duties and Responsibilities

- Provide IT training, IT support and Records Management assistance to all MRC staff when required
- Diagnose, investigate and resolve desktop hardware and software faults
- Troubleshoot IT related issues, including computers, printers, fax and photocopier
- Communicate IT issues and solutions to staff
- Install, maintain, configure software and hardware
- Monitor the delivery of ICT services and provide feedback for improvements
- Maintain the Council's Distribution group and security group.
- Provide support and advice, associated with the operation and management of Council's ICT hardware, software and internet services
- Understand the functionality of Councils Operational systems, including but not limited to; Technology One (Finance System), Magiq Docs (Records Management), Windows and Microsoft Office products
- Any other reasonable duties as requested by Manager or Executive

### Skills and Attributes

- Ability to train and share knowledge with others
- Ability to plan and prioritise work, work under pressure, meet tight deadlines and juggle priorities
- High level of communication skills to provide key advice to internal and external stakeholders within area of expertise, particularly in communicating complex technical issues and requirements to a non-technical audience
- Ability to manage and prioritise a complex workload
- Operate with a high level of independence
- Strong work ethic and reliability
- Meticulous eye for detail in all administrative tasks
- Patience and understanding when working in extreme conditions

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### Role Requirements

#### Essential

- Certificate II in Information Technology and/or Business
- Proven ongoing training in IT systems and software applications
- Considerable experience working in a similar role with multiple work locations
- Proven experience in Windows operating systems (Windows 8.1 pro, 10 Pro)
- Knowledge of Microsoft Programs and applications
- Ability to train staff to successfully operate equipment and software necessary to meet MRC requirements
- High level of interpersonal and problem-solving ability
- Current Manual NT Drivers License
- Current Ochre card or the ability to obtain
- Demonstrated ability to work in a culturally diverse environment

#### Desirable

- Knowledge of Printers, Fax and Photocopier
- Previous experience in working for an organisation operating across multiple sites.

### Travel Requirements

This position is based in Alice Springs and will occasionally require travel to remote communities – including overnight stays – in the MacDonnell Regional Council area of service.

### Physical Requirements

#### The role requires the following physical aspects:

- Sitting and/or standing for extended periods
- Working indoors in an office environment
- Manual handling of objects below 10Kg
- Travel in light aircraft or by 4WD vehicle on unsealed roads for lengthy periods

| Employee Declaration   |               |
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| I have read and fully understood the position requirements as outlined in this document. |               |
| _____<br>Signature   | _____<br>Date |

#### Position Reporting Structure

