POSITION DESCRIPTION

POSITION: ICT Infrastructure and Networking Officer	
DIRECTORATE: Business Services	**GROUP:** Business Systems
SECTION: ICT Solutions and Support	**REPORTS TO:** Section Leader ICT Solutions and Support
GRADE: H	**EMPLOYMENT TYPE:** Fulltime
HOURS/WEEK: 35	**POSITION No.:** 804, 1299
DATE: August 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, legal and governance services as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks and Laboratory.

THE GROUP

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

To support the delivery of secure, reliable and high-performing Information and Communication Technology (ICT) services by managing and optimising the City's infrastructure, networks, virtual and cloud environments. The position is responsible for maintaining system availability, strengthening cybersecurity controls, supporting business continuity and disaster recovery capabilities, resolving complex infrastructure issues, and contributing to the continuous improvement of ICT systems, asset management practices and technical capability across the organisation.

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

- Tighten controls and harden ICT infrastructure against cyber-attack.
- Monitor ICT infrastructure and network performance.
- Provision, configure and decommission ICT Infrastructure including servers, storage and networking equipment.
- Maintain the operations of all virtual, web, and networking infrastructure to ensure availability.
- Contribute to the transition to Cloud based services.
- Troubleshoot and resolve ICT service issues related to on-premise ICT infrastructure.
- Implement patching regime across ICT infrastructure.
- Provide input to the review and implementation of the Business Continuity Plan to prioritise system recovery in the event of a failure.
- Transfer knowledge to the Service Desk staff on solving common systems-related problems.
- Leverage optimisation techniques to maximize the efficiency of all computer systems.
- Contribute to the development and review of the ICT Asset Management Plan.
- Keeping up with technological trends and advances.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Section Leader ICT Solutions and Support
- Business Systems Group staff
- City employees and People Leaders across all business units.

External

- ICT hardware, software, cloud and telecommunications vendors
- Managed service providers and technology partners
- ICT consultants and specialist service providers.

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. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times;
    - Weekdays outside of 06:00 to 19:00 – 20%
    - Saturdays – 25%
    - Sundays – 50%.
- 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.
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
    - On-call Allowance
- 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

- Degree qualification in Information and Communication Technology, Computer Science, Information Systems or a related discipline, or demonstrated equivalent experience in a similar role.
- Demonstrated experience supporting and maintaining complex, enterprise multi-site ICT environments, including networking (switching, wireless and firewalls), wide area networks (WAN), VPNs, server platforms and infrastructure services.

Desirable

- Industry certifications in networking and infrastructure technologies such as HPE Aruba, Palo Alto Networks, CompTIA Network+, CWNA/CWNP, Cisco (CCNA/CCNP) or equivalent.
- Experience supporting CCTV / Video Management Systems within a corporate network environment
- Experience supporting Operational Technology (OT) and/or industrial networks, including integration with corporate ICT environments
- Experience implementing and maintaining cybersecurity controls, patch management and infrastructure monitoring solutions.

CAPABILITIES

- Demonstrated technical expertise in ICT infrastructure, networking, virtualisation, cloud technologies and cybersecurity.
- Ability to analyse, troubleshoot and resolve complex technical issues in a timely and effective manner.
- Ability to manage competing priorities and deliver outcomes in a dynamic operational environment.
- Strong communication and interpersonal skills, with the ability to explain technical concepts to non-technical stakeholders.
- Ability to build productive working relationships with internal customers, vendors and service providers.
- Commitment to continuous improvement, innovation and keeping abreast of emerging technologies and industry best practice.
- Ability to contribute to business continuity, disaster recovery and risk management initiatives.
- Demonstrated commitment to the City's values, safety obligations and customer service standards.

Position Demands Analysis

ICT Infrastructure and Networking Officer

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 All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work Lifting 9.1 - 22.7kg	1	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7 - 45.5kg	1	Standing for extended periods	0	Balancing	0
Repetitive Lifting	0	Walking for extended periods	0	Hearing above background noise	0
Pulling Loads > 5kg	1	Walking on uneven ground	0	Depth perception	0
Pushing loads > 5kg	1	Frequent bending / stooping	0	Colour vision	0
Lifting with trunk twisting	0	Shovelling / digging	0	Fine manipulation	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 / Mists / Fumes	0
Liquids	0	M/V Oils / Fuel		Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0	Exhaust fumes		Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
	0			Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	1	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 Temperatures < 3 degrees	0	Violence/aggression from customers	1
Noisy work areas	0	Fatigue	0	Threat/attack from animals / wildlife	0