



Position Description

Information Technology Officer

Applications Close:
5:00pm on Monday 31st August

Position Title

Information Technology Officer

Position Number

WSC00101

Department

Corporate Services

Classification/Pay Scale

Queensland Local Government Industry (Stream A) Award 2017 and

Winton Shire Council Enterprise Bargain Agreement 2023 as varied.

Level 3

Terms of Employment

Full Time

Supporting documents

Employee Code of Conduct

Workplace Health and Safety Responsibilities

Winton Shire Council Drug and Alcohol Policy

Organisational environment

Winton Shire Council's Mission Statement is:

"Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage".

Winton Shire Council's Vision is:

"To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage".

Winton Shire Council's Corporate Values are:

Accountability:

The ethical concept associated with responsibility, enforcement, blameworthiness, transparent process, liability, and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

Effectiveness:

The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

Efficiency:

The concept that in the process of pursuing or effecting any program, procedures, or task where all wastage is minimised.

Sustainability:

Is the capacity to maintain a certain process or state indefinitely? When applied in an economic context, a business is sustainable if it has accepted its practices for the use of renewable resources and is accountable for the environmental impact of its activities.

Meaningful Community Engagement:

Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision making methodology.

Good Governance:

This describes the process of decision-making and the process by which decisions are implemented (or not implemented), hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption and with due regard for the rule of law.

Ethical and Legal Behaviour:

Ethical behaviour is characterised by honesty, fairness, and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviours there is an expectation that there will be a penalty for conduct that breaches any law statute or regulation.

Organisational relationships

Reports to:

Information Technology Administrator

Supervision of:

No supervision applicable

Internal Liaisons

Councillors, Council staff and Council Departments as required.

External liaisons

Information Technology and Communication Suppliers and Vendors.

Position objectives

- The Information Technology Officer is responsible for the day-to-day operation, support and maintenance of Winton Shire Council's information technology environment.
- The position provides technical support to Council staff and elected members, assists with the administration of Council systems and applications, and supports reliable service delivery across Council locations.
- The position assists with cybersecurity, documentation, asset management, system maintenance, user onboarding and Information Technology projects under the direction of the Information Technology Administrator.

Organisational commitment

Corporate

All Local Government employees are required to comply with relevant Acts and regulations, Council's policies and procedures as amended from time to time.

Confidentiality and improper use of information

All Council documents and information are treated with complete confidentiality. Information gained during employment with Local Government must not be used to gain advantage, or to cause detriment to the Local Government.

Continuous quality improvement

All employees are encouraged to embrace the concept of Continuous Quality Improvement (CQI) within the workplace. This will encourage creativity and innovation and identify and implement improved ways of doing things through this structured process.

Workplace Health and Safety

All employees have a duty under the *Workplace Health and Safety Act 2011* Section 28. Workers and any other person includes Council employees as well as contractors, sub-contractors, labour hire workers, trainees, apprentices, work experience students,

volunteers and visitors. Workers and any “Other Person” who enters Council workplace must apply the WHS Duty of reasonable care.

Reasonable care

This includes:

- Taking reasonable care for his or her own health and safety
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Complying, so far as the worker is reasonably able, with any reasonable instruction that is given by an authorised officer of Council to allow the person to comply with a WHS requirement
- Cooperating with any reasonable policy or procedure of Council relating to health or safety at the workplace

Worker Responsibilities include:

- Attending and participating in pre-start meetings as required, to identify any potential WHS issues and implementing control options to eliminate or minimise any risks before commencing work.
- Inspecting plant and equipment before using it to ensure that it is safe for use.
- Reporting any defective or damaged plant, tools and equipment to the Supervisor as required.
- Taking personal responsibility for the safety of themselves and others that may be affected by work conducted by themselves as a worker of Council.
- Complying with any Policies or Procedures and complying with any work directions and/or instructions that are provided.
- Monitoring and assessing WHS hazards and risks while conducting any work, and reporting any issues to the relevant supervisor as required.
- Consulting with the supervisor and WHS Safety Representative for their designated work group on any safety issues as required.
- Monitoring the safety conduct of co-workers including Contractors and reporting any concerns immediately to the contractor or the Supervisor.
- Stopping work and notifying the Supervisor if there is imminent risk of injury.

Qualifications/Licences/Tickets Required

Mandatory

- Certificate III in Information Technology, relevant qualifications, or equivalent demonstrated experience.
- Demonstrated experience supporting Microsoft Windows devices in a domain or Microsoft 365 environment.
- Demonstrated experience supporting Microsoft 365 applications and services, including Outlook, Teams, SharePoint and OneDrive.
- Demonstrated ability to provide technical support to users with varying levels of technical capability.
- C Class Drivers Licence.
- Qld Police Clearance.

- Medical fitness to perform duties.

Desirable

- Microsoft, networking, cybersecurity or similar industry certifications.
- Experience with Microsoft Entra ID, Intune, device management and endpoint security.
- Experience supporting enterprise networks, wireless systems, printers, telephony and business applications.
- Local Government industry experience.

Additional requirements and working conditions

The following requirements and working conditions are desired:

- Internal and external training may be required inside or outside normal work hours.
- Demonstrated communication skills, both written and verbal.
- The Council Employee Code of Conduct applies to this position.
- Travel within the Shire may be required. Council will supply a vehicle for business use only; and
- Work duties outside normal business hours may be required to ensure minimal disruption to Council operations.

Statement of key responsibilities and duties

The following key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities of the position are:

- Provide first and second level Information Technology support for Council staff and elected members.
- Install, configure, maintain and troubleshoot desktop computers, laptops, mobile devices and peripheral equipment.
- Support and administer Microsoft 365 services including Exchange Online, Teams, SharePoint, OneDrive and related applications.
- Maintain user accounts, permissions and access controls as directed by the Information Technology Administrator.
- Assist with the administration and maintenance of Council networks, wireless infrastructure, internet services and IP telephony.
- Monitor backup systems and assist with recovery activities when required.
- Support Council business applications including Magiq Documents, Microsoft Office 365, Practical, POS systems and other corporate systems.
- Liaise with software vendors, managed service providers and telecommunications providers to support effective service delivery.
- Coordinate hardware replacement, asset management, licensing records and Information Technology inventory activities.

- Create and maintain technical documentation, system records, user guides and support procedures.
- Assist with cybersecurity initiatives, system patching, endpoint protection, security monitoring and user awareness activities.
- Participate in Information Technology projects and implementation activities under the direction of the Information Technology Administrator.
- Assist in the delivery of staff induction, onboarding, training and user support for Council systems.
- Ensure tasks are completed accurately, professionally and within agreed timeframes.
- Ensure work is performed in a manner that prioritises the safety and health of employees, contractors and the community.
- Comply with Council policies, procedures, delegations and relevant legislative requirements.
- Model a sense of teamwork within the workplace and across Council.
- Perform other relevant duties as directed that are consistent with the position and within the capabilities of the officer.

Key selection criteria

The applicant's suitability for this role will be assessed against the following capabilities:

Selection Criteria 1

Demonstrated experience providing technical support in a business or multi-disciplined organisation.

Selection Criteria 2

Experience administering Microsoft Windows and Microsoft 365 environments, including user support, device support and application support.

Selection Criteria 3

Ability to troubleshoot and resolve hardware, software, networking and business system issues.

Selection Criteria 4

Highly developed customer service and communication skills, including the ability to support users with varying levels of technology capability.

Selection Criteria 5

Ability to work independently, manage competing priorities, maintain accurate records and complete tasks within agreed timeframes.

Selection Criteria 6

Understanding of information security principles, safe computing practices and the importance of confidentiality in a Local Government environment.

Other relevant information

- The selected applicant will be subject to a criminal history check – undertaken and paid for by Council.

- The selected applicant will be required to undertake a pre-medical assessment to prove that they are medically fit to carry out the duties and responsibilities of the position with Council covering the cost.
- This position will be subject to a minimum probationary period of three (3) months. The applicant's employment will undergo a review at the end of the probationary period and a recommendation will be made to the Chief Executive Officer regarding permanent employment in the position.
- The selected applicant may be required to provide Winton Shire Council with a recent photograph of the person, at the time of the person's induction, for the purpose of creating a Winton Shire Council Employee Identity Card. Under (s138A) of the Queensland Local Government Act 2009 the employee has a legal obligation to hand any such identity card/s back to the employer within twenty-one days of termination of employment, unless the employee has a reasonable excuse.

In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

Authorisation

(This section to be completed with the successful applicant upon completion of the recruitment process)

By signing this authorisation, the successful applicant acknowledges that they have read this Position Description and understand the responsibilities associated with the position.

I,

accept the position of Information Technology Officer with the Winton Shire Council and the details as outlined in this Position Description.

I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

Signature:

Date

Recruitment process

Candidates should lodge their applications in accordance with the directions outlined in “How to Apply for the Position” below.

How to apply for the position

We invite you to lodge a formal application which MUST include a:

- **Resume,**
- **Cover letter, and**
- **Response to the Selection Criteria**

Completed applications are to be forwarded to: jobs@winton.qld.gov.au

Shortlisting and interviews

The Shortlisting of all applicants will be undertaken by a Selection Panel within five (5) working days after receipt of a completed suitable application. Interviews may be conducted face to face, or via video-conferencing or tele-conferencing, depending on the location of candidates and the technology available at the time.

Further information

For further information in relation to this position please contact Winton Shire Council, on 07 4657 2666.