

ICT Support Officer

Corporate and Commercial Services
Information Communication Technology

Position Number ICT0002.1

About the role

The **ICT Support Officer** is responsible for the provision of first-class and timely customer support through the ICT Help Desk and ensuring a customer-focused role in the operation, maintenance and enhancement of Council's information systems. Council manages a variety of applications including hardware and software and network technology. It is expected that the **ICT Support Officer** will demonstrate their desire for knowledge and new skills to a positive advantage for the organisation and for their individual growth and development.

Council provides a range of ICT services and support for the Burnie Council and the Burnie community. Core to this role will be strong and constructive communication skills, liaison and negotiation with suppliers, stakeholders, consultants, contractors and Council staff at all levels.

As the **ICT Support Officer**, you will be an approachable, constructive member of the team ensuring that Council and the best interests of the community are always promoted positively. You will have the ability to self-manage your own workload, develop strong working relationships with stakeholders, and be able to effectively balance competing priorities to deliver timely responses or outcomes, all whilst pursuing continuous improvements in safety, quality, excellence, culture and engagement for your business unit.

Role specific accountabilities

- Provide exceptional customer service to internal and external customers by answering queries promptly and ensuring customers are kept informed of progress of their enquiries.
- Maintain an accurate Help Desk enquiry log for operational effectiveness and statistical reporting.
- Give advice using your extensive knowledge and understanding of the computer networks and applications that apply within the work environment. This may include back-up procedures, mobile phone management, and technical enquiries associated with the Help Desk.
- Provide effective technical support of software and hardware assets. This may include designing and maintaining Base Images for devices.
- Contribute to the support of software and hardware assets by maintaining current and accurate information in ICT asset registers along with effective support of core functionality such as administering an integrated Active Directory.
- Assist with the development of forward plans with regard to software, licensing and hardware procurement as required.
- Undertake mentoring and training opportunities with the Network Administrator and Systems Administrator as appropriate.
- Do the right thing for the long term, take time to listen, learn and adapt to meet the needs of our community.
- Identify and recommend opportunities for continuous improvement initiatives within your team and across the organisation.
- Work co-operatively to achieve shared goals, ensuring a high standard of service delivery.

- Actively participate in organisational change and support others to do the same.
- Foster and enhance a constructive and positive working environment.
- Act as a brand ambassador for Council and positively promote Council initiatives and activities.
- Perform out-of-hours work as required by the ICT schedule and specific ICT needs.
- Any other duties as reasonably directed.

Enterprise specific accountabilities

All employees have enterprise wide accountabilities for which they are responsible. These include:

- Taking care of your own health and safety and the health and safety of other people.
- Developing partnerships, policies and practices to ensure Council operates efficiently and effectively to ensure our sustainability for the future.
- Complying with all obligations necessary including abiding by relevant laws, legislation, regulations, standards, codes and Council's policies and procedures, in particular Council's **Code of Conduct**.
- Demonstrating constructive behaviours in line with Council's **Behaviours Framework** to build and nurture a strong and positive workplace culture that embraces teamwork, diversity, inclusion and shared values.
- Contributing to the achievement of Council's overall strategy and operating deliverables including '*Making a Better Burnie 2044*'.
- Taking a customer-centric focus in everything that you do, delivering positive outcomes for the Burnie community for now and future generations.

To be successful

- Tertiary qualifications (minimum Certificate IV) in Information Technology and demonstrated skills in a relevant field and/or significant experience in a similar role.
- Demonstrated experience in a similar role.
- Networking and Programming experience would be highly regarded.
- Demonstrated experience with problem solving along with good analytical ability.
- Demonstrated capability working with Microsoft Windows Operating Systems and Office products.
- Ability to operate in a team environment, including sharing workloads and supporting colleagues.
- Sound time-management skills and proven ability to prioritise work loads in an Information Communication Technology environment.
- Knowledge and experience of Local Government and an understanding of issues affecting Council (desirable).
- Current drivers licence.

Who you will work with

Reports to:	Manager ICT
1-Up Leader:	Director Corporate and Commercial Services
Leads:	Nil direct reports

All employees are expected to assist the organisation in achieving strategic and operational objectives, by working collaboratively and inclusively with all internal and external stakeholders, effectively communicating and building trust through mutual respect and accountability.

Other important information

Location: City Offices

Employment type: Full-time

Hours: 38 hours per week or as otherwise negotiated

Employment Category: Enterprise Agreement Individual Contract

Classification: Grades 3 to 4, Levels 1 to 5

- Council is a child safe organisation and adheres to the Tasmanian Child and Youth Safety Standards and related legislation.
- From time-to-time, you may be provided with or use equipment that contains electronic monitoring devices.

Other employment information can be found here: <https://www.burnie.tas.gov.au/Council/Jobs>