

## POSITION DETAILS

<b>Position Title:</b>	IT Systems Support Officer	<b>Grade Band:</b>	8
<b>Department/Directorate:</b>	Technology / Corporate Services	<b>Position Status / Hours per Week:</b>	Part-Time Job Share / 14 hours

## PRIMARY PURPOSE OF THE POSITION

The primary purpose of your role is to:

- Provide help desk support service to ensure the continuing performance and reliability of the corporate network
- Provide proactive and effective client support for a wide range of application software and PC hardware and software in a complex environment
- Assist in hardware installation, security and support
- Support the Telecommunications network – and mobile phone operations
- Carry out other duties consistent with the qualifications, experience and training of the incumbent

## SELECTION CRITERIA

### Education / Qualifications

- Tertiary qualifications in IT/Information Systems or related discipline

### Experience/Specific skills

- Minimum 5 years' experience in providing 1st & 2nd Level Technical Support to system users and resolving day to day operating issues ideally in a mid to large sized organization
- Professional training and certification in the current corporate standard network system
- Previous experience in supporting core corporate systems, LAN/WAN platforms and personal computer hardware/software in a medium to large size organisation
- Excellent customer service skills
- Excellent communication and interpersonal skills

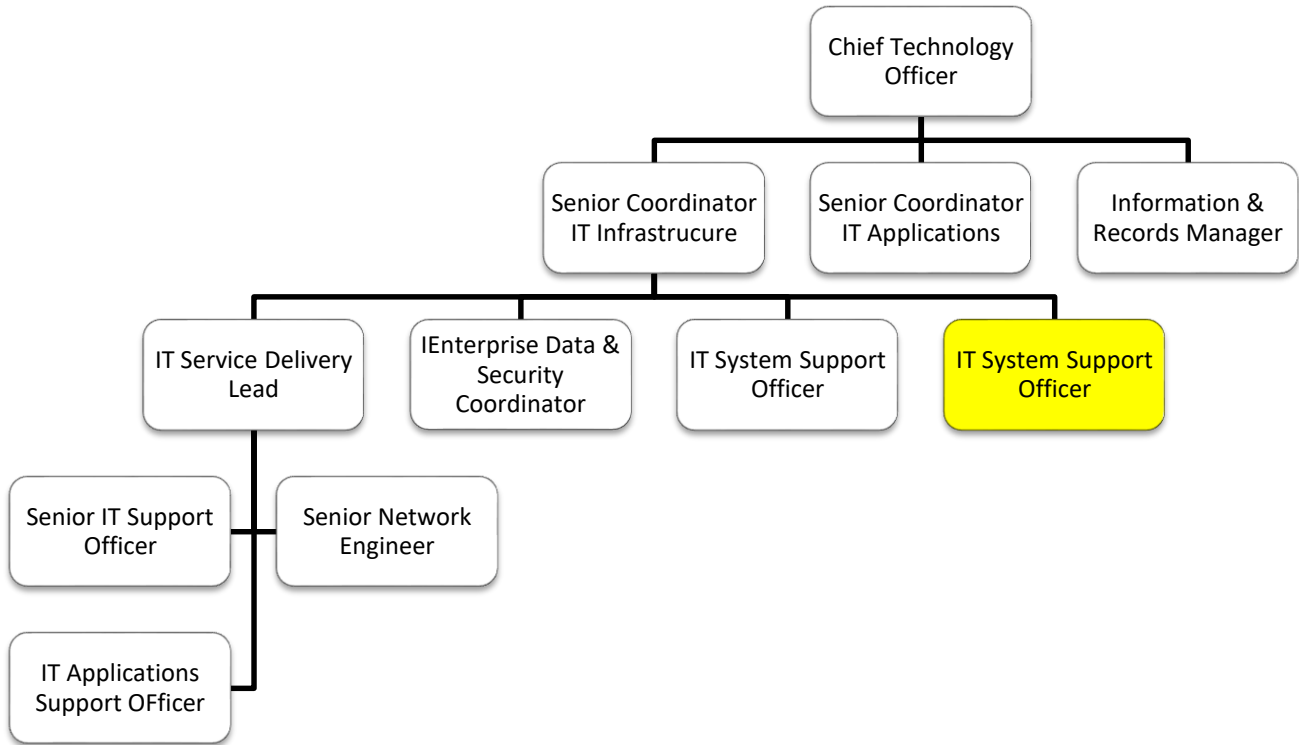
### Personal Attributes

- Proven commitment to delivering a quality service to end users
- Self-motivated, proactive, and results oriented
- Ability to work in a fast paced environment where using initiative to prioritise work is required

### Desirable Qualifications, Experience and/or Skills

- Network related qualification or equivalent
- Experience with Windows 7/ later, Windows Server 2008/ later, Exchange 2010, SCCM. Powershell
- Experience with ManageEngine Service Desk software or equivalent.
- Experience with Citrix including operations and troubleshooting
- Experience with a range of Internet access, development and management tools
- Experience in Telecommunications areas including Cisco telephony and mobile devices operations and support
- Current NSW driver licence is required.

## ORGANISATIONAL CHART



## SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Corporate Services Group of the organisation.

- Existing network systems and corporate business applications integration and management
- Corporate business systems and application solutions service
- Information and records management development and maintenance
- Corporate knowledge management development
- IT system / software and hardware development and maintenance
- IT system / software and hardware delivery management
- IT system / software and hardware support service
- Telecommunications service
- Land information and mapping development
- Corporate business systems and application solutions development
- Land use data management update service

## CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

## WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

### Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

### Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

**Injury Management**

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

**Risk Management**

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

**OUR VALUES**

All employees at City of Ryde are to observe our values which are:

**Safety**

We work safely at all times to prevent injuries to ourselves, our team and members of the public

**Teamwork**

We work together with respect and support

**Ethics**

We are honest, responsible and accountable for our actions

**Professionalism**

We deliver effective service to the community with consistent decision-making

Employee's Name	
Employee's Signature:	
Date:	