



BYRON SHIRE COUNCIL POSITION DESCRIPTION

POSITION: IT Customer Support Officer

REPORTS TO: Technology Coordinator

DIRECTORATE: Corporate & Community Services

BRANCH: Information Systems

CLASSIFICATION: Grade 5

STAFF: Nil

CONTACTS:	Internal	External
	IT Staff including Technology & Infrastructure staff and Business Systems Management staff	Other Local Government Authorities Government Departments Software/Hardware Suppliers Consultants Contractors

POSITION OBJECTIVE:

To provide first level support to users of the Councils Information Services environment, including business applications, systems software, desktop computers, peripherals and the communications network.

To perform regular operational tasks to ensure the provision of an efficient, reliable and stable information technology environment within Byron Shire Council.

POSITION OF TRUST

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

ORGANISATION VALUES

You will demonstrate the Byron Shire Council’s Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



WE LEAD WITH ENTHUSIASM AND PURPOSE



WE ARE OPEN, HONEST AND RESPECTFUL



WE FOSTER WELLBEING AND CREATIVITY



WE ACHIEVE OUR GOALS AND SUCCEED TOGETHER

KEY RESPONSIBILITIES:**Organisational Relationships**

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.

Operations Management

- Attend to operational support faults and requests.
- Provide backfill/backup for technical staff as workload and leave requirements demand
- Provide support in accord with any IT Department Service Level Agreements negotiated with council.
- Provide technical support, design advice and scripting as required for SOE development and rollout.
- To work within and help develop ITIL best practice framework for Service delivery.

End User Desktop Environment and Portable Devices

- Provide high level technical support for desktop architectures and end user portable devices.
- Maintain up-to-date knowledge of desktop architectures, end user portable devices and information systems appropriate to the organisation.
- Distribution of desktop applications.
- Maintain network user accounts.
- Liaise with external support vendors as required.

System Security

- Implement and update appropriate security measures for desktop architectures and end user portable devices.
- Participate in the generation of security policies and practices including Disaster Recovery.
- Instruct staff on security standards.
- Liaise with vendors as required.

Projects

- Participate in projects as a team member.
- Demonstrated organizational skills and the ability to establish priorities to achieve technical project business outcomes.

Liaison

- Develop and maintain contact with council representatives on matters relating to the operation and control of the computing infrastructure.
- Develop and maintain contact with the representatives in other organisations that may have an impact on the use and operation of council computing infrastructure.
- Provide direction to staff and contractors as required.

Understanding of Quality Assurance

- Demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at council.
- Demonstrate an ongoing commitment to council's IS Strategic Plan, policy and to quality

assurance processes.

Financial Management

- Ensure compliance with delegations of the position is maintained.
- Ensure that activities operate within budgetary constraints.

Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.

Work Health & Safety Management

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices.
- Report all risks, hazards, incidents and injuries immediately to supervisor.

Other Duties

- Other such duties as required that are within the limits of the employee's skill, competence and training.

QUALIFICATIONS:

- Tertiary or industry accredited qualifications in Information Technology or equivalent demonstrated experience.

EXPERIENCE:

Demonstrated considerable experience in:

- Providing advice and support in IT services.
- Supporting business users of IT and business applications, desktop computers and network peripherals.
- The successful diagnosis and resolution of problems and difficulties with regard to the use of software, hardware, desktop/laptop computers and network environments.

KNOWLEDGE:

- A thorough understanding of the principles and practices of providing customer service and problem resolution from an IT Service Desk.
- An understanding of the Local Government Industry, the type of services provided and the work performed.
- Knowledge of current Microsoft Desktop Operating Systems.
- Knowledge of current Microsoft Office suite and applications.
- Knowledge of the products currently used by Council is desirable but not essential, including, GIS, Authority, DM5 and TRIM.

COMPETENCIES:

Demonstrated ability in;

- Relating to a wide range of people at both a technical and non-technical level.
- Employment of highly developed analytical and conceptual skills together with an ability to identify problems and find the most appropriate solutions.
- Applying good time management skills, ability to achieve results and meet deadlines.
- Possessing flexibility, adaptability and versatility of approach to handle changing work

requirements and the ability to support others in an environment of change.

- Provide excellent customer service and deliver quality service outcomes.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently and contribute positively to a team environment.
- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines within budget.
- Effectively use information technology.

SELECTION CRITERIA

Essential Criteria

- Tertiary or industry accredited qualifications in Information Technology.
- Demonstrated experience in an information technology working environment with demonstrated technical knowledge in the administration of a Microsoft Windows and Client Network.
- Demonstrated experience in administration of Microsoft network services including DHCP, DNS, Active Directory, Group Policies and Microsoft Exchange.
- Demonstrated experience in basic administration of corporate business information systems.
- Demonstrated experience in an IT Service Desk environment.
- Demonstrated analytical and problem solving skills with the ability to identify issues, develop standards, solutions and strategies to ensure the delivery of quality information technology support.
- Demonstrated developed interpersonal skills with the ability to effectively communicate and negotiate with customers, suppliers and staff.
- Demonstrated well-developed teamwork skills with the ability to contribute to enhanced team performance.
- Demonstrated sound organisational and time management skills with the ability to prioritise and meet agreed deadlines.
- Demonstrated commitment to Work Health and Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Current Drivers Licence.

Preferred Criteria

- Demonstrated commitment to and understanding of process improvement and sustainability principles.
- Demonstrated knowledge of local government structure, services and systems.

PRESENT OCCUPANT:

SIGNATURE: _____

SUPERVISOR: Technology Coordinator

SIGNATURE: _____