

• POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Trainee IS Support Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	4025	Classification Level:	Apprentice/Trainee
Employment Location:	Bundaberg Service Centre	Position Status:	Fixed-Term Full Time
Department:	Organisational Services	Document Last Reviewed:	23/08/2019
Branch:	Information Services	Job Dictionary:	(MD -7-837) – IT Support Officer
Accountable To:	IS Service Desk Team Leader		
Aim of Position:	This position supports Council's direction by learning and developing Information Technology skills through on the job learning and completion of the Certificate III in Information Technology and utilising these skills to deliver high quality and effective technical support and services in the achievement of customer service excellence.		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

- Provide on-site and telephone based support for the Councils PCs, Laptops, printers and other end user peripherals.
- Configure and install PC equipment, software, printers and other IT equipment as required.
- Provide support for the Council's telecommunications systems & services.
- Support Council's general business software & services.
- Capture details of IT requests and incidents using industry standard Service Desk applications.
- Complete assigned tasks in line with agreed service levels.
- Follow set guidelines, processes and procedures.
- Update technical and process documentation as required.

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- Maintain hardware & software asset registers as required.
- Liaise with suppliers or third parties as required to fulfil support requests.
- Proactively contribute to the continuous improvement of the IT support function at Council.
- Take part in rostered out of hours support if required.
- It is expected that the incumbent undertake other reasonable duties and tasks requested by Management within the incumbent's capabilities.

Position Requirements - Qualifications and Experience:

Mandatory:

- Ability to successfully complete the traineeship and associated Certificate III in Information Technology demonstrated through successful completion of Senior High School Certificate.
- A genuine interest, enthusiasm and passion for a career within the Information Technology industry, demonstrated through successful completion of Information Technology related subjects undertaken throughout schooling.
- Demonstrated experience in working successfully in a team environment with high levels of written and verbal communication and interpersonal skills.

Desired:

- Previous work experience in a customer service environment desirable.

Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Capability	Descriptors
Building Relationships (mandatory)	Engage people to build positive relationships: <ol style="list-style-type: none"> 1. Puts themselves in other people's shoes to accept and value different thinking 2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience 3. Quickly assesses the emotions of colleagues around them and then adapts words, tone and gestures accordingly
Customer Focus (mandatory)	Focuses on customers: <ol style="list-style-type: none"> 1. Actively works to understand customers and stakeholders 2. Engages customers in a friendly and appropriate manner 3. Shows respect for customers and stakeholders
Safety and Professionalism (mandatory)	Models safe, professional and ethical behaviour: <ol style="list-style-type: none"> 1. Identifies safety issues and problems, takes and monitors corrective action 2. Is consistent in word and actions 3. Is viewed as trustworthy, honourable and truthful, and respectful of the view of others 4. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
Job Requirements (mandatory)	Applies knowledge and skill: <ol style="list-style-type: none"> 1. Able to demonstrate knowledge appropriate for their role 2. Demonstrates strong skills in their functional area

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	3. Committed to maintaining a high standard of practice in their role
Cross-Organisational Thinking	Understands how their work makes a difference to Council: 1. Can describe the vision and purpose for their direct area 2. Able to describe how their work contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing their work
Decision Making	Makes sound decisions: 1. Demonstrates ability to research, understand and analyze information relevant to work tasks 2. Shows judgement in decision making
Making Improvements	Open to making improvements: 1. Shows a willingness to try new ways of working 2. Generates and shares new ideas and suggestions for improvement
Progressing Change	Responds flexibly to changes: 1. Works to embrace and assist change 2. Helps to engage others in the change process 3. Shows resilience in times of uncertainty

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	<ul style="list-style-type: none"> Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
2. Culture	<ul style="list-style-type: none"> Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	<ul style="list-style-type: none"> Protect and manage Council's information assets in accordance with legislative, Policy and process requirements. Use Council's technology appropriately and with respect.
4. Disaster Management	<ul style="list-style-type: none"> Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. Customer Service	<ul style="list-style-type: none"> Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	<ul style="list-style-type: none"> Models compliance with Council's procurement Policy. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. Legislative Sub-Delegations and authorisations may also be applicable.

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7. Corporate record keeping	<ul style="list-style-type: none"> Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's recordkeeping requirements.
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Acknowledgment

I hereby agree to abide by Council values, policies and the Local Government Act and that this position description clearly outlines the overall responsibilities, physical requirements (through the relevant Job Dictionary) and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

Signature of Employee	
Print Name	
Date	/ /

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