

# POSITION DESCRIPTION

## SENIOR ICT OFFICER / SYSTEMS ADMINISTRATOR

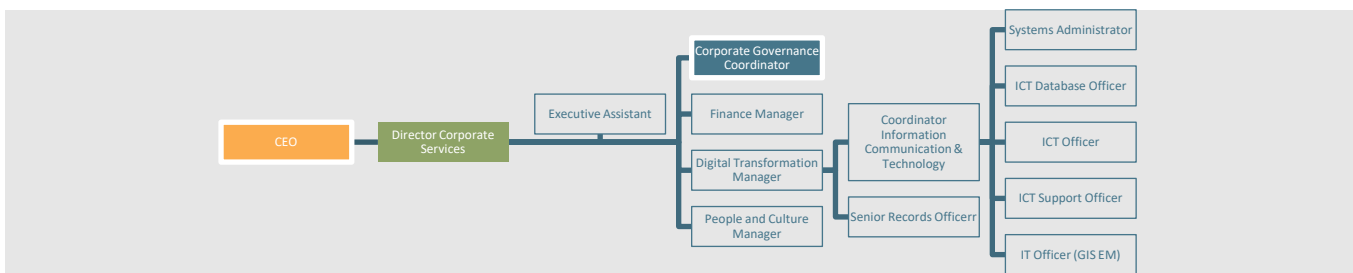
<b>Position Number:</b>	412101
<b>Department:</b>	Corporate Services
<b>Division:</b>	Information Communication & Technology
<b>Location:</b>	Golden Plains Civic Centre, 2 Pope Street Bannockburn
<b>Employment status:</b>	Permanent full time
<b>Classification:</b>	Band 6 plus Superannuation
<b>Date:</b>	February 2021

### POSITION OBJECTIVES

- Administer networks and associated hardware and software efficiently and effectively to ensure that Golden Plains Shire Council is able to meet its business requirements and goals. This includes both on premise and cloud/internet based infrastructure and applications.
- To provide an effective information technology support service through the management of the service desk and provision of network support to other Information Communication & Technology team members and other technology users to ensure the department provides an effective service.

### ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



<b>Reports to :</b>	Coordinator Information Communication & Technology
<b>Directly Supervises:</b>	Nil
<b>Internal Liaisons:</b>	Users of information systems
<b>External Liaisons:</b>	User groups, software and hardware suppliers, second level support providers, counterparts in other municipalities

## KEY RESPONSIBILITIES AND DUTIES

### Duties of the Position

#### ***Systems Administration***

- Manage the operation and development of the information communications technology network infrastructure, supporting server systems and other ICT infrastructure, including communications, to enable the organisations support service and business systems to operate effectively. This includes both on premise and cloud/internet based infrastructure and applications.
- Provide input into and assist with preparation of policies, procedures, specifications and plans relating to the implementation, operation and development of the information technology environment to ensure it is used effectively and that it meets the organisations needs into the future.
- Ensure the security, integrity and efficiency - of Council's network and communications infrastructure is maintained either on premise or cloud/internet based.
- Deliver effective outcomes in line with the goals and objectives outlined in Council's ICT Strategic Plan.
- Manage relationships with vendors and service providers to ensure that adequate assistance is available to complement internally delivered services and that Council's best interests are maintained.
- Undertake a program of performance and security monitoring and continual improvement to ensure that system manageability, capacity and availability is provided.
- Develop and maintain procedural and architectural documentation of the current state of services and infrastructure topology to allow the department to make better informed decisions.
- Day to day responsibility for antivirus management, email quarantining, data backups, provisioning of new computers, adding and deletion of users to network resources.
- Installing and configuring software, updates and upgrades as directed by Coordinator Information Communication & Technology.
- Ensure changes to Council's operational environment are addressed in Council's Disaster Recovery environment and documentation.
- Develop and implement migration plans for on premise infrastructure and applications to cloud/internet environments including IaaS, PaaS and SaaS.

#### ***Helpdesk Operations***

- Ensure the information technology service desk is managed and operates effectively to assist in the provision of quality customer service.
- Provide a high level of user support through the provision of incident and problem management so that staff can make effective use of systems and equipment.
- Provide a professional, friendly and customer orientated approach at all times.
- Maintain and improve the organisations desktop computer environment to ensure systems operate effectively and remain secure.
- Ensure Council compliance with software licensing requirements to reduce the risk of liability from illegal software.

## General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Provide technical mentoring to other team members.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

## Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager and Coordinator, identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following:

- Providing specialist advice, training and support to other employees. Freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken by the officer on individual clients may be significant, but it is usually subject to appeal or review by Coordinator Information Communication & Technology or the ICT and Digital Transformation Manager.
- Provide assistance in developing policies and procedures by way of investigation and analysis, utilising technical expertise and knowledge. Freedom to act is prescribed by the Coordinator Information Communication & Technology.
- Taking reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

## JUDGEMENT AND DECISION MAKING

The nature of the work is specialised with methods, procedures and processes developed from theory and precedent. The work involves improving and developing methods and techniques based on previous experience.

Problem solving will involve the application of these techniques to new situations. Guidance and advice are usually available.

## SPECIALIST SKILLS AND KNOWLEDGE

The position requires:

- Experience in the use of PCs, operating systems, applications, network and communication technologies
- Proven ability in the installation and configuration of telephony equipment, personal computers, notebooks and common peripherals
- Skills in the provision of Information Technology services, which includes an understanding of the underlying principles involved as distinct from the practices.
- Knowledge of the components that make up a computer network, both physical and virtual, including but not limited to operating systems, desktop applications, network infrastructure, peripherals, server applications, security systems and Cloud technologies
- Knowledge in the management, maintenance and administration of security technologies and processes

Good working knowledge of the Microsoft 365 ecosystem and management of the Microsoft 365 platform

- Knowledge in the management and administration of information technology related network communications, server infrastructure and associated management systems, more specifically;
  - Microsoft desktop and server operating systems
  - Microsoft database technologies
  - Microsoft Exchange
  - Microsoft Remote Desktop
  - Microsoft In Tune
  - Microsoft productivity and office technologies, including Office 365
  - Microsoft Powershell
  - Microsoft Active Directory, Azure AD and Group Policy
  - VMware vSphere v6.5 and above virtualisation technologies
  - Physical SAN environments
  - Network systems, including Dell and HP switching
  - Backup software such as Veeam 9.5
  - Firewall Management
  - IaaS
  - PaaS
  - SaaS

- Knowledge of information technology infrastructure library (ITIL) best practice service support and service delivery processes particularly in the area of problem, change, release, availability and capacity management
- An understanding of the long term goals of the ICT and Digital Transformation Unit and of the relevant policies of both the Unit and the Council.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required

## MANAGEMENT SKILLS

The officer shall have skill in managing time, setting priorities and planning and organising one's own work and at times that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.

## INTERPERSONAL SKILLS

The position requires the ability to:

- Excellent interpersonal and communication skills, in order to establish rapport with internal customers and to liaise with counterparts within the industry and at all levels within Council.
- Liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.
- The position requires written communications skills sufficient to allow report writing and preparation of external correspondence.
- The officer will actively participate in the Information Technology & Communications Team including sharing workloads, collectively solving problems and supporting other team members with the management of projects.
- Skills in the provision of Information Technology services, which includes an understanding of the underlying principles involved as distinct from the practices.

## RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

### Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.

- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

## Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

## Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

## Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

## Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

## Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

## Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

## OTHER REQUIREMENTS

- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.

## QUALIFICATIONS AND EXPERIENCE

The skills and knowledge required are beyond those acquired through tertiary qualification alone. The officer shall have completed an Information Technology degree or diploma course and have at least four years work experience. Alternatively, the officer may hold a lesser qualification and have substantial relevant work experience.

## KEY SELECTION CRITERIA

1. Experience in the use of PCs, operating systems, applications, network and communication technologies.
2. Excellent interpersonal and communication skills, in order to establish rapport with internal customers, external service providers to resolve technical issues, and to liaise with counterparts within the industry and at all levels within Council.
3. Ability to show understanding and patience in communicating with technology users.
4. Well-developed investigative, analytical and problem solving skills.
5. Good working knowledge of the Microsoft 365 ecosystem and management of the Microsoft 365 platform

6. Knowledge in the management and administration of information technology related network communications, server infrastructure and associated management systems, more specifically;
- Microsoft desktop and server operating systems
  - Microsoft database technologies
  - Microsoft Exchange
  - Microsoft Remote Desktop
  - Microsoft In Tune
  - Microsoft productivity and office technologies, including Office 365
  - Microsoft Powershell
  - Microsoft Active Directory, Azure AD and Group Policy
  - VMware vSphere v6.5 virtualisation technologies
  - Physical SAN Technologies
  - Network systems and management tools
  - Backup software such as Veeam 9.5
  - Firewall Management
  - IaaS
  - PaaS
  - SaaS
7. Knowledge of information technology infrastructure library (ITIL) best practice service support and service delivery processes
- Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

## APPROVAL

<b>Prepared By:</b>	Carolynne Roberts – <b>Coordinator Information Communication &amp; Technology</b>
<b>Approved By:</b>	Rebecca Failla – <b>Manager Digital Transformation</b>
<b>Reviewed By (P&amp;C):</b>	Carol Jungbauer HR Advisor
<b>Date:</b>	February 2021
<b>Employee Acceptance:</b> (name and signature)	
<b>Date:</b>	

### PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.