

POSITION DESCRIPTION

Title:	Services Technical Officer
Group:	Business Technology & Customer Services
Reports to:	Team Leader – Desktop and Devices
Grade:	12
Position Allowances:	Nil
Hours:	35
Number of Direct Reports:	Nil
Number of Indirect Reports:	Nil
Vehicle:	No
Position Code:	83558
Pre-placement Medical:	Required
National Police History Check:	Not Required
WWCC Check:	Not Required
Date Developed:	February 2019
Date Reviewed:	January 2021

Position Purpose

The Services Technical Officer is responsible for assisting the delivery of services to the community by the Services Group reporting through the Information Communication Technology Team. The role provides technical support for depot-based staff in the use of software, laptops, mobile devices, printers and mobile phones with a people focus.

The role is focused on ensuring support to staff based in the field and at the depot in a dynamic and ever-increasing information technology-based environments including identifying opportunities for efficiencies in the use of software and hardware and assisting staff in implementing these systems in everyday work.

Qualifications and Experience

(Minimum required/essential for success in the job)

Essential:

- Certificate IV in Information Technology or equivalent Information Technology qualification and a minimum of 12 months relevant experience.
- Demonstrated experience in the maintenance and support of various operating systems, applications and other communication technologies. Including installation, diagnosis and problem solving of hardware, software and related issues in a corporate environment.

- Well-developed interpersonal and communication skills (written and oral), including negotiation, conflict resolution, decision making and maintaining professional relationships while working as part of a team.
- Ability to identify innovative solutions and assist in the deployment of IT hardware and software applications to field based staff.
- Sound understanding and commitment to WHS, quality standards and management systems and adherence to relevant practices and policies.
- Experience in contributing to improvements to a quality management system or making suggestions for other business improvements.
- General Induction for Construction Work Certificate (White Card).
- Current Class C driver's license.

Desirable:

- Local Government experience.
 - Experience in inducting and training staff in electronic hardware and software.
 - Experience in supporting users on corporate applications such as Office 365 and Technology-one suite.
- Experience in telecommunications systems support including Microsoft office and Apple products.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's:

- Building rapport with staff and providing excellent communication and problem-solving skills to assist the Shellharbour City Council Services team to meet the challenge of providing quality services to our Local Government Area.
- Assist the Services Leadership Team (managers and supervisor) in the effective planning of works with the use of technology and communications systems.
- Assist with the maintenance and updating of electronic information accessed by depot based staff including safety documentation.
- Assist all depot staff in the use of works management systems including mobile tablets, phones and associated software packages.
- Identify and report improvements and works in operations, maintenance requirements and other activities within area of responsibility, and where required take immediate action.
- Assist in the review of electronic cost estimating and review systems.
- Develop, update and review electronic work schedules and work plans to assist the Services Leadership Team in the effective use of labour, plant and materials.
- Assist supervisors and coordinators to effectively liaise with the community and internal customers regarding assigned works including complaints and requests courteously and promptly.
- Assist with the accurate completion of run sheets work orders, dockets, diary, daily/weekly checklists, accidents and incident reports with Council's injury management system (Vault) and other organisational forms and reports as required.

- Ensure compliance with Council policy and procedure including Council's Code of Conduct, Procurement, Risk Management and other relevant policies.
- Provide appropriate operational and technical advice and support to Services managers supervisors and coordinators.
- Ensure accurate and timely maintenance of Council records using various computer-based information systems such as Council's document management system (ECM), finance management system and asset management system (Technology One). e.g. moving writable risk assessments and pesticide application forms into ECM registration.
- Assist staff to build skills in electronic software and hard ware use with one on one assistance and internal training sessions with depot staff.
- Participate in Performance Reporting.

Demonstrate effective leadership by:

- Continuing development of an organisational culture consistent with the Council's Purpose Approach and Core Values.
- Provide leadership and support and build quality rapport with employees working within areas of responsibility.
- Manage your own performance and workload while building rapport within the team and individuals in it including assisting with on the job training, ongoing assistance and mentoring.
- Effectively liaise between Services staff and IT staff to deliver real time solutions to communication delivery systems.
- Work within and apply environmental and sustainability principles within area of responsibility.
- Perform other duties consistent with the requirements of the position.

Work Health & Safety

- Required to take reasonable care of self and others in the workplace.
- Cooperate with all health and safety policies and procedures agreed to by management and staff.
- Report any unsafe conditions that are identified.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council