POSITION SUMMARY

BATHURST
REGIONAL
COUNCIL

TECHNOLOGY SUPPORT ANALYST (408)

Directorate	Corporate Services & Finance
Section	Information Services
Classification	Band 3, Level 1, Grade 5
Position Status	Permanent Full Time
Commencing Salary Range	$1,187.50 - $1,247.61 per week plus super
Reports to	Senior Business Analyst
Direct Reports	Nil
Work Location	First floor, Civic Centre – 158 Russell Street

Position Purpose

This position provides first level technology support to the organisation. This includes software and hardware related to desktop devices, mobile devices, printers and network infrastructure. Ensure that work is prioritised and managed using Council's helpdesk ticket logging system and that end users' problems are resolved within the standards defined by Council or as dictated by urgency.

To ensure that meticulous records are kept relating to the allocation of devices and hardware and problem resolutions.

The position forms part of the Information Services section and reports to the Senior Business Analyst. This section is responsible for providing and maintaining Information Technology services for the organisation. The position works closely with all staff within Council and will contribute to a collaborative and cohesive culture within the Information services section and more broadly within the organisation.

Key Responsibilities

- Use Council's helpdesk ticket logging system to schedule requests for help
- Be sensitive to the needs of Bathurst Regional Council staff and handle issues promptly and courteously.
- Diagnose and rectify issues pertaining to the windows operating system in a networked environment.
- Diagnose and rectify hardware related issues.

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. A full Position Description will be provided to candidates upon request or upon offer of employment.

- Help users with mobile device technology including configuring devices using Council's MDM.
- Diagnose and rectify simple networking issues.
- Assist users with their printing issues.
- Keep meticulous records relating to devices and software.

Selection Criteria

Essential

- Certificate IV in Information Technology or similar.
- Minimum two years' experience in a similar role.
- Strong experience with Windows 10 down to driver level.
- Working knowledge of Microsoft Active Directory.
- Demonstrated history troubleshooting Windows Operating Systems and the ability to troubleshoot computer hardware and software issues.
- Demonstrated experience in a Service Desk environment resolving level 1 technical issues and fulfilling requests in a timely manner.
- Excellent written and verbal communication skills, comfortable on the phone.
- Current Driver's Licence.
- Current National Police Check to be able to utilise CCTV software.

Desirable

- Experience working in Local Government.
- Experience working with Microsoft Office 365 and Exchange Online.

Expected Organisational Standards

- Follow defined WHS procedures
- Provide service to customers
- Work effectively in the local government context
- Work with others in local government
- Communicate in the Workplace
- Follow defined risk management policies and procedures
- Follow defined ethical guidelines from Council, including Code of Conduct
- Follow defined environmental sustainability guidelines.

Employment Conditions

- 35 hour week with RDO every third week
- Hours of work are 8:30am to 4:45pm Monday to Friday
- Occasional overtime as directed
- Occasional work at events such as V8 Races
- Probationary period of 3 months
- Four weeks annual leave
- Long Service Leave after 5 years
- Superannuation of 9.5% paid by Council

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- Medical (including drug and alcohol screening) and audio required as part of selection process.

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