

POSITION DESCRIPTION

Position Title:	IT Support Officer
Award/Agreement:	TOC Enterprise Agreement 2021 (and any subsequent agreement)
Classification level:	Level 8
Directly reports to:	Coordinator IT
Positions under Direct Supervision:	Nil

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 10,000 people located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

This role is responsible for providing IT Help desk support and other IT services.

Objective 1: IT Support

- Provide IT support services across all areas of IT, e.g., desktop devices, application support, mobile phone setup, administration of access controls, daily health checks.
- Managing Helpdesk tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency.
- Troubleshoot technical issues to resolution and/or escalate as required.
- Maintain and update inventory of IT hardware and assets.
- Assist with purchasing, obtaining quotations and invoice processing of all IT equipment and services.
- Assist the IT coordinator with provision of information for IT audits.
- Contribute to development of policies and procedures within the IT Governance Framework.
- Assist with infrastructure, equipment, and software deployments.
- Provision new users and terminate users as directed.
- Adhere to Change Management processes, providing testing services as needed.
- Assist with the Database administration, ensuring the security and privacy of data stored on the Town's ICT infrastructure and systems.
- Assist with updating the SOE.
- Support business user understanding and knowledge of their business systems.
- Monitor and mitigate risks to IT security.
- Ensure the security and privacy of the Town's systems and data.
- Maintain IT market and risk awareness to help keep the Town's systems contemporary and secure.
- Management of stakeholders, communication of issues, risks, implementation support and assistance with testing requirements.
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions.

Objective 2: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 3: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies, and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the public and promote Council's operations in a professional manner at all times.

- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 4: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- Tertiary qualification in Information Systems/Computer Science with relevant experience or less formal qualifications with specialist skills and relevant experience in a similar role.
- Excellent customer service and communication skills.
- Demonstrated experience in administering Microsoft Windows, Exchange & Active Directory.
- Demonstrated ability to work autonomously and to manage and prioritise multiple tasks in a timely and efficient manner.

Desirable

- Practical experience in desktop management.
- Experience working with 3rd party support providers, e.g., printer technicians.
- Practical report building skills (using SQL based tools).
- Exposure to IT audits and understanding of record keeping requirements.
- Local Government experience in a similar role.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6-month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

Signatures

Chief Executive Officer Approval	
Signature	Date
Employee	
Signature	Date