

# TOWN of CLAREMONT Information Pack



**Position** IT Support Officer

**Salary** \$79,482 plus up to 14% superannuation, eligible for RDO.

The Town of Claremont is a progressive local government that was established in 1898 for the picturesque riverside suburbs of Claremont and Swanbourne. It is a busy and forward focused local government with dedicated staff who are committed to making a difference at a local level. The Town was recently ranked Number 1 local government from a Community Scorecard, as voted by their community.

The Town offers great benefits such as a health and wellbeing program, additional superannuation contributions, flexible working arrangements, RDOs, free onsite parking and free access to an on-site gym and to the Claremont Aquatic Centre.

The Town is seeking a customer focused individual to help manage the Town's help desk and provide user support. This role will work within a team of four, reporting to an IT Coordinator and working alongside a Network System Administrator and GIS Officer. Key responsibilities of the position include:

- Provide first point of IT support contact for all staff.
- Managing Helpdesk tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency.
- Maintaining and update inventory of IT hardware and assets.
- Ensure the security and privacy of the Town's systems and data.
- Assisting with infrastructure, equipment and software deployments.
- Contributing to development of policies and procedures within the IT Governance Framework.
- Administering user accounts and access controls, and ensure the security and privacy of the Town's systems and data.

The successful candidate's core values will mirror the Town's values of respect, integrity, quality communication and excellent customer service. The successful candidate will have demonstrated:

- Customer-centric focus and solutions.
- Experience in administering Microsoft Windows and Active Directory.
- Ability to work autonomously and to manage and prioritise multiple tasks.

**Applications close 10 April, at 5pm.** The Town is an equal opportunity employer that values a diverse workplace. We encourage people of all ages, genders, culturally diverse backgrounds and those with a disability to apply.

Please direct all enquiries to Joshua Collins, HR Advisor (9285 4300). Early applications are highly recommended as the Town will interview suitable candidates prior to the closing date.



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## Completing your application

In order to be considered you must be able to demonstrate your suitability for the position. Before preparing your application check the essential selection criteria outlined in the position description to make sure you are eligible to apply.

## What your application must include

### Cover letter

A covering letter is required and should demonstrate your suitability for the position.

### Resume

Your Resume should include your personal details, relevant work history, education, training, qualifications and professional memberships.

The names and contact details of at least two work related referees should be presented in your Resume.

## Lodging your application

Please ensure that the position title is clearly marked in the covering letter of your application. Applications must reach the Town of Claremont no later than 5.00pm on the closing date. The Town of Claremont prefers to receive applications via email at **[toc@claremont.wa.gov.au](mailto:toc@claremont.wa.gov.au)**

Alternatively, applications may be mailed to:

Town of Claremont  
PO Box 54, Claremont WA 6910

Please do not submit original documents.

Canvassing of Councillors will disqualify applicants.

The Town of Claremont is an Equal Employment Opportunity Employer and is committed to selecting the best applicant for each vacancy.

If you do not hear back from the Town within 2–3 weeks, please consider your application unsuccessful.





# TOWN of CLAREMONT Employee Benefits



## Remuneration & Conditions

- Competitive salaries;
- Generous superannuation contribution scheme;
- Flexible work options including work from home (WFH);
- Employee recognition program;
- Attractive working location in the Claremont Town Centre;
- Modern, accessible workspaces;
- Accessible public transport and free car parking.



## Health & Wellbeing Initiatives

- Free use of our Corporate Gym and Aquatic Centre;
- Confidential employee assistance program;
- Flu vaccinations;
- Skin cancer checks;
- Health and wellbeing seminars and initiatives.



## Training & Development

- Training courses;
- Opportunities to attend work-related conferences and seminars;
- Study assistance options including reimbursement of approved course fees (conditions apply);
- Opportunities to act in higher grade roles;
- Opportunities to participate in project teams and committees.

