

Positions Vacant

IT Support Officer

Position will remain open until filled

How to Apply

1. Covering Letter

Provide a covering letter outlining your experience and reason for wanting to apply for this position

2. Selection Criteria

Address the essential selection criteria listed in the position description

3. Resume

Provide a resume, which includes

- Education and Qualifications
- Professional Development (any other courses you have completed or are currently enrolled in)
- Computer skills and software packages you are familiar with
- Employment History (Position, School/Organisation, Dates)
- Copy of Blue Card
- Name and contact details of two referees

4. Submit Application by:

Applications can be e-mailed to employment@napranum.qld.gov.au or delivered in person to the Napranum Council reception 320 Wa-Tyne St Napranum.

Please note applications that are submitted **without** a cover letter or information addressing the selection criteria **will not be** assessed.

Position Description

Title:	IT Support Officer	Classification Level	Level 3 - 4
Department	Corporate Services	Award	Queensland Local Government Industry (Stream A) Award – State 2017
Reports To:	Office Manager	Location	Napranum
Nature of Employment	Fulltime		

PRIMARY POSITION OBJECTIVE/S

- To provide internal end user support to facilitate delivery of Council’s services.
- To ensure that Council’s IT infrastructure is accessible, secure and performs as required.

NASC VALUES

Our Values are the principles and beliefs that define who we are as a Council. They provide purpose and direction and help to guide the decisions we make every day to support the implementation of our Corporate Plan in the best interests of the Napranum community.

Local Participation	The diversity of our community is one of our strengths. We are committed to creating and supporting opportunities for local people.
Mutual Respect and Trust	Building and maintaining positive relationships that are based on mutual respect and trust.
Professionalism	We are acting within the limits of our authority and maintain a high standard of ethics and integrity.
Pride	We are demonstrating our pride by connecting with the community and celebrating our successes.
Listening to Our community	Taking time to listen to the people of Napranum to ensure we are working on delivering the programs and services that will make a real difference to people’s lives.
Accountability	We are taking ownership for the decisions and actions that impact our community.
Innovation and Continuous Improvement	We show leadership and encourage new initiatives and a culture of continuous improvement

JOB RESPONSIBILITIES

- Council contracts its hardware and software monitoring to an outside contractor, this role requires regular liaison and support with this company.
- Provide first-line technical support to Council staff, resolving IT issues promptly and efficiently.
- Troubleshoot hardware and software problems, escalating complex issue to the Office Manager when necessary.
- Install, configure and maintain IT equipment including computers and printers.
- Maintain up to date knowledge IT systems and procedure to provide effective support.
- Responding to service requests and resolving technical problems promptly and efficiently
- Diagnosing and resolving technical issues via phone, email, remote assistance, or in person
- Documenting and maintaining accurate records of IT support requests, resolutions, procedures, and system configuration.
- Conducting regular system maintenance tasks such as updates and backups to ensure optimal performance and security.
- Providing training and guidance to end users on using IT systems, applications and tools effectively
- Assisting with the setup, configuration, and maintenance of IT infrastructure, including servers, networks, and security systems
- As part of the finance team assist other staff as directed.

PERFORMANCE CRITERIA

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Director of Community, Cultural and Economic Development.
- Work shall be performed in accordance with industry-accepted standards, quality standards and in accordance with the current Work Health and Safety Act 2011 and other legislative requirements and standards appropriate at the time and including Council's policies and procedures.
- Allocated tasks shall be completed within agreed timeframes.
- Follow Council employment and working arrangements, agreements and rulings on attendance at work and leave. This includes not being absent without approval and accurately and truthfully recording work and leave periods. Employees have an obligation to promptly notify Council as soon as practicable upon becoming aware that they are going to be absent from work.
- Active participation in supervision discussions, performance reviews professional development activities, staff meetings and training as required or directed.
- Demonstration of a spirit of co-operation towards other employees and the achievement of Council's aims and objectives.

CORPORATE RESPONSIBILITIES

- Adhere to, and enforce on any other Council staff or visitors when necessary, all other obligations under the *Work Health Safety Act 2011* or as amended or replaced.
- Maintain a high level of confidentiality at all times.
- Represent the Council in a positive and responsible manner at all times.
- Comply with all Council policies and Code of Conduct.
- Maintain effective Communication.
- Undertake all relevant duties as directed from time to time, consistent with skills, competence and training.
- The key responsibilities may be modified from time to time to ensure that outcomes are aligned with Council's Operational and Corporate Plans.

SELECTION CRITERIA

Essential

- Certificate 111 Information Technology and/or relevant work experience and skills in an IT support environment
- Current C class Driver's licence
- Proven technical knowledge of PC hardware, troubleshooting, windows operating systems and Microsoft products with the ability to learn and adapt new and existing applications
- Experience in installation of hardware and software with the ability to apply diagnostic techniques to identify problems, investigate cause and provide effective solutions
- Sound communication and interpersonal skills with the ability to provide on the job training and assistance to employees in the efficient use of IT equipment
- Good time management and organisation skills.

EXTENT OF AUTHORITY

The incumbent is expected to exercise initiative, sound judgement and situational sensitivity at all times. Decisions and actions are to be consistent with (and within the scope of) the achievement of the position's objectives.

They must also reflect Council's strong commitment to outstanding client service.