

<b>POSITION TITLE</b>	<b>ICT Systems Support Officer</b>
<b>DEPARTMENT</b>	<b>Corporate &amp; Community Services</b>
<b>GROUP</b>	<b>Information Systems</b>
<b>LOCATION</b>	<b>Mareeba</b>
<b>CLASSIFICATION / LEVEL</b>	<b>LGOA Level 2</b>
<b>REPORTS TO</b>	<b>Coordinator ICT</b>

**Department Summary**

The Corporate & Community Services Department ensures an integrated approach to the delivery of internal organisational services and the provision of external services of Council to the community.

Department business units include:

- Finance
- Information Systems
- Development & Governance
- Human Resources
- Customer & Community Services

**Position Summary**

The ICT Systems Support Officer delivers front line ICT support by providing technical support and troubleshooting for all aspects of desktop computer hardware and software, and telephony.

The position is typically the first point of contact with customers and requires a broad skill set to deliver effective front-line support for a diverse range of ICT systems.

**Key Responsibilities**

- Effective delivery of Help Desk support services by prioritising, diagnosing and resolving, or escalating support requests
- Support desktop and mobility computing through the deployment and maintenance of applicable hardware, operating systems and application software
- Assist in the delivery of desktop telephony
- Administer mobile telephony
- Administer and support Council’s fleet of imaging devices
- Maintain technical documentation (hardware, network, application, procedures) in accordance with established requirements
- Maintain current technical knowledge, keeping abreast of technological advances in the area of ICT systems
- Other reasonable duties as directed from time to time

## **Skills and Knowledge**

- Good communication and documentation skills
- Strong customer service focus

## **Qualifications and Experience**

### ***Essential (Mandatory for the position)***

- Current Queensland C Class driver's licence
- Certificate 3 in ICT discipline or equivalent work experience
- Intermediate Hardware and software fault troubleshooting and diagnosis
- Experience supporting Microsoft Server and Desktop Operating Systems in a networked environment.
- Experience with the following Microsoft products/technologies:
  - Active Directory
  - Microsoft 365
  - Office 365 Suite

### ***Desirable***

- Experience with the following Microsoft products/technologies:
  - Azure AD
  - SharePoint
  - SCCM (System Centre Configuration Manager)
- Experience with software virtualisation technologies
- Experience with administration and support of telephony systems within a large organisation

## **Environmental Obligations**

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

## **Workplace Health and Safety Obligations**

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with the Council Safety Management System – SAFE PLAN and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

## SCHEDULE S3

### WHS RESPONSIBILITY STATEMENT

#### Workers

All employees have a legal obligation to comply with WHS legislation, Council's WHS Management System – (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring they keep up to date and comply with WHS legislation and Council's WH&S Management System – SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs).
2. Performing all work and associated functions in a safe manner.
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers.
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council.
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WHS procedures.
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council's property generally.
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested.
8. Attending relevant toolbox, team talks or specific training organised by Council.
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area.
10. Working in a manner that will not endanger you, other employees or the public.
11. Cooperate with any reasonable instruction given by Council officer.
12. Report any safety concerns to your supervisor.
13. Ensuring compliance with National Heavy Vehicle legislative requirements relevant of this position.

I have read and understand the above Position Description and WHS Responsibility Statement (S3)					
<b>INCUMBENT NAME</b>		<b>SIGNATURE</b>		<b>DATE</b>	
<b>SUPERVISOR NAME</b>		<b>SIGNATURE</b>		<b>DATE</b>	