



Burdekin Shire Council

TRAINEE - INFORMATION TECHNOLOGY (12 MONTH PERIOD ONLY)

Applications are invited for a Trainee – Information Technology. This is a twelve month traineeship. Continuing employment beyond the twelve month traineeship period cannot be guaranteed.

The successful applicant will be required to complete a Certificate III in Information Technology. This traineeship opportunity is made available with funding assistance under the Queensland Government's *Skilling Queenslanders for Work* initiative. Persons who have previously completed a Certificate III or above are ineligible for this position as are persons who have previously completed a traineeship under *Queensland Government* apprenticeship/traineeship employment initiatives.

The *Skilling Queenslanders for Work* initiative requires that full-time Traineeships offered with the assistance of this program meet jobseeker target categories as detailed on their web page <http://www.employment.qld.gov.au/programs/sqw/firststart/index.htm>. All eligible applicants are encouraged to apply for this opportunity.

Salary shall be in accordance with the National Training Wage Award. This gross salary ranges from \$269 per week to \$500 per week dependant upon age and the highest year of schooling completed. An applicable Locality Allowance shall also be paid. Conditions of employment will be in accordance with the Queensland Local Government Officers' Award, 1998 and Burdekin Shire Council's Enterprise Bargaining Agreement.

Application packages are available from the Human Resources Office on 4783 9800 or Council's website www.burdekin.qld.gov.au. Applications close on Friday 13th November 2009. Word or PDF format is preferable.

Applications for **Trainee – Information Technology – 09/37** should include:

- Cover letter
- Statements addressing the Selection Criteria
- A current resume

Applications can be submitted to:

- employment@burdekin.qld.gov.au or,
- Confidential Application No. 09/37
PO Box 974
AYR Qld 4807

For any further information please contact the Manager – Information and Customer Services, Mr. Battista Covolo on 07 4783 9800.

POSITION DESCRIPTION

POSITION TITLE:	Trainee – Information Technology (12 Months Only)
POSITION NUMBER:	20039
DIRECTORATE:	Corporate & Community Services
AWARD:	Local Government Officers' Award – State
AWARD CLASSIFICATION:	National Training Wage
STREAM:	Administrative Stream
REPORTS TO:	Manager – Information and Customer Services
PLACE OF EMPLOYMENT:	Council Chambers, Young Street, Ayr
HOURS OF DUTY/ROSTER:	8.00am to 5.00pm (56 minutes lunch) nine day fortnight.

POSITION OBJECTIVE

Undertake the performance of routine tasks and activities carried out in Council's Information Technology section as efficiently and effectively as possible.

POSITION REQUIREMENTS

Skills

- Basic numeracy, keyboard, telephone technique, written and verbal communication skills relevant to the work area.
- Working knowledge in the use of the Microsoft Office suite of applications and Microsoft XP Professional Operating System.
- Provision of routine information to internal clients and supported community organisations.
- Understanding of intermediate computing concepts.
- With experience, skills in exercising judgement in the planning of own work within the confines of clearly defined activities.
- Ability to co-operate and provide assistance.
- Intermediate skills in the use of Microsoft XP Professional Operating System.
- Basic skills in LAN/WAN functions.
- Intermediate skills in client support and troubleshooting procedures.

Knowledge

- Basic knowledge of client support practices and procedures relevant to the work area.
- Understanding of basic computing system functions and tasks relevant to the work area.
- A developing knowledge of the section/department function and operation and Council structure.
- Knowledge of established work practices and procedures, policies and regulations relevant to the work area.

Experience and/or Qualifications

- No experience essential.
- Minimum of Year 10 education – no formal qualifications needed.
- General experience with PCs and associated peripheral devices.
- Knowledge of Local Government functions.

Training

- Certificate III in Information Technology
- Internal training in use of software applications (where applicable).
- On-the-job training relative to client support practices and procedures and computing system functions in work area.
- Internal training in Occupational Health & Safety - video and presentation.

KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

Technical

- Respond to client requests for assistance with computer related hardware and software.
- Update and maintain the Information Technology Asset Register.
- Update and maintain the Information Technology Help Desk Request system.
- Undertaking of routine tasks and activities carried out in Council's Information Technology Section as directed.
- Attend to miscellaneous duties within the scope of the position as allocated by supervisor.
- Maintain good internal client and public relations and treat relevant work related information as confidential.
- Maintain an attitude of honesty, loyalty and trust.

Teamwork

- Liaise with supervisor in the performance of tasks and activities.
- Liaise and assist the internal user client base by responding to routine enquiries.
- Assist in generating a productive working environment.
- Provide general application, computer and peripherals support to internal clients.
- Participate in multi-skilling where required.
- Where possible, use creativity and initiative in solving work related problems or improving the Council's productivity or delivery of services to the community.

Customer Service

- Promote and maintain a positive organisational image and good community relations by providing quality customer service to both internal and external customers.
- Report to supervisor in a timely manner on issues and activities likely to influence Council operations or adversely impact relations with Council's customers.

Administration

- Complete all necessary paperwork in accordance with procedures and ensure timesheets are completed on a daily basis.

Quality

- Follow agreed work practices and procedures for various projects and ensure work meets quality specifications.

Workplace, Health & Safety

- Developing knowledge of Workplace Health and Safety.
- Ensure all appropriate actions are taken to implement Council's Safeplan, Occupational Health and Safety (OHS) Management Plan and relevant OHS legislative requirements within area of responsibility and act in a manner that ensures the health and safety of all persons in the workplace.

EXTENT OF AUTHORITY

Perform duties within established guidelines and procedures.

CODE OF CONDUCT

1. The employee must at all time comply with section 1138 of the Local Government Act 1993, which states: - An employee of a Local Government must
 - * Act with integrity in the position held by the employee; and
 - * Act in a way that shows a proper concern for the public interest.

GENERAL

- This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
- Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing. Council does not change positions for the purpose of "de-skilling".

SELECTION CRITERIA

Essential

- Demonstrated sound level of written and verbal communication skills.
- A working knowledge and understanding of IT terminology and software applications.
- The ability to work effectively, both independently and as a member of a team.