Job Vacancy 20/46

Information and Communications Technology (ICT) Trainee

Burdekin Shire Council is currently seeking applications for an ICT Trainee. The successful applicant will complete a traineeship in the IT Section learning basic ICT HelpDesk skills while undertaking a Certificate II in Information, Digital Media and Technology. The traineeship qualification has a nominal duration of 12 months. Continued employment beyond the 12 month traineeship period is not guaranteed.

This traineeship opportunity is made available with the assistance of Government funding; therefore, successful appointment will be dependent on applicants meeting specific funding criteria contained in the attached Traineeship Eligibility Questionnaire. Funding eligibility will be assessed upon receipt of your application.

The key responsibilities include:

- Provide first point of contact support to Council and Stakeholders for ICT issues, including routine enquiries and client requests for assistance with computer related hardware and software issues, and provide general application, computer and peripherals support to internal clients.
- Prompt, ongoing maintenance of the information within the ICT Service Management system (ManageEngine ServiceDesk Plus).
- Work on assigned projects to successfully achieve project objectives.
- Assist and support the ICT section and undertake other tasks as directed.

Applicants should familiarise themselves with the entire position description.

Wages and Conditions of employment will be determined in accordance with the Order – Apprentices' and Trainees' Wages and Conditions (Excluding Certain Queensland Government Entities) 2003; Training Wage Award – State 2012 and Council's Certified Agreement. Currently, the salary ranges from $760.20 to $1,415.21 gross per fortnight dependent upon age and the highest year of schooling completed.

Applications for **20/46 – ICT Trainee** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Traineeship Eligibility Questionnaire
- Most recent academic record

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 20/46, PO Box 974, Ayr Qld 4807

Applications close on Monday, 2 November 2020 at 5.00pm.

For further information please contact the ICT Coordinator – Dirk Dabelstein on (07) 4783 9800.

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It is essential to respond to each criterion explaining how you have demonstrated each skill or quality, with examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

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

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Traineeship Eligibility Questionnaire

ICT Trainee

Traineeship opportunities are made available by Burdekin Shire Council with the assistance of Government funding. Certain information (including date of birth) is required from applicants to confirm eligibility for participation.

Full Name: _____ Date of Birth: _____

1. Do you hold any current qualifications – either Certificate, Diploma or University Degree Level ☐ No ☐ Yes

   If yes, please provide details of all qualifications currently held:

   _____

   _____

2. Do you identify with any of the following groups (any of these groups assist eligibility):

   Aboriginal and Torres Strait Islander ☐ No ☐ Yes

   Migrants and refugees from culturally and linguistically diverse backgrounds ☐ No ☐ Yes
   If yes, please provide brief details of your ethnic/cultural background:

   _____

   Person with a disability ☐ No ☐ Yes
   If yes, please provide brief details of disability:

   _____

   Displaced worker (that is, lost employment with another employer) ☐ No ☐ Yes
   If yes, please provide brief details of previous employment:

   _____

   Women re-entering the workforce ☐ No ☐ Yes
   If yes, please advise brief details surrounding your current situation:

   _____

3. Are you currently on any government benefits (e.g. Newstart or Disability) ☐ No ☐ Yes
   If yes, please advise details of current benefit:

   _____

4. Are you currently registered with a job network provider ☐ No ☐ Yes
   If yes, which job network provider:

   _____

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Position Number	20068
Certified Agreement	Burdekin Shire Council Certified Agreement - 2018
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 1
Reports To	ICT Coordinator
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

Assist with the provision of timely and effective Information and Communication Technology (ICT) support for Council and Stakeholders.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, 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:

- Provide first point of contact support to Council and Stakeholders for ICT issues, including routine enquiries and client requests for assistance with computer related hardware and software issues, and provide general application, computer and peripherals support to internal clients.
- Prompt, ongoing maintenance of the information within the ICT Service Management system (ManageEngine ServiceDesk Plus).
- Work on assigned projects to successfully achieve project objectives.
- Assist and support the ICT section and undertake other tasks as directed.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry Award (Stream A) and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under direct supervision

Extent of Authority

- Work outcomes are clearly monitored.

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- Freedom to act limited by standards and procedures.
- Solutions to problems found in established procedures and instructions, assistance readily available.
- No scope for interpretation.

Position Requirements

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.
- Developing knowledge of the section/department function and operation.
- Developing knowledge of Council structure.

Skills

- Intermediate skills in the use of Microsoft Windows client operating systems.
- Working knowledge in the use of Microsoft Office.
- Sound communication and interpersonal skills.
- Developing time management skills.
- Sound problem-solving skills.
- Sound telephone technique.
- Developing training and knowledge transfer skills.
- Sound keyboard skills.
- Service orientation skills.
- Sound teamwork skills.

Abilities

- Ability to co-operate and communicate with Council staff and stakeholders.
- Ability to work well under pressure.
- Ability to work both independently and as part of a team.
- Ability to quickly learn new systems and procedures.

Other Requirements

- Ability to complete a course of study within 12 months by attaining subject goals to a set timeframe.
- Personal characteristics of integrity and honesty; commitment; enthusiasm; a positive attitude; reliability; adaptability; and the ability to deal with pressure.
- Apply conditions of confidentiality to work-related material and situations.

Experience and Qualifications

- Minimum of Year 10 education with satisfactory results.
- General experience with personal computers, associated peripheral devices and Smart devices.
- C class Drivers Licence.

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Core Competencies

These competencies relate to Level 1 positions of the Queensland Local Government Industry (Stream A) Award – State 2017:

Teamwork

- Participate in team-based activities.
- Respect other team members.
- Complete the tasks allocated to you.
- Know the team goals, parameters, and major issues.
- Work within the parameters.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.

Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

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General

1. 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. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. 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.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.