

Burdekin Shire Council is seeking applications for an Information and Communications Technology (ICT) Help Desk Support Officer.

Applicants with limited experience but a demonstrated interest in ICT are encouraged to apply.

The Position

The key responsibilities include:

- Provide first point of contact support to Council and Stakeholders for all ICT issues and manage all support requests end-to-end to ensure timely resolution and accurate recording of information and data.
- Procure, install, support and maintain all Council's end-user ICT equipment and software.
- Provide technical advice and support to staff for Council's ICT and business systems.
- Liaise with management, staff, consultants and vendors in a timely, respectful and efficient manner on a wide range of ICT related matters, including problem resolution; service changes; requests and project status; training and organisational issues.
- Work on and actively manage assigned projects to successfully achieve the project objectives. This will entail initiating, designing, planning, controlling, executing, monitoring, and closing the project.
- Prompt, ongoing maintenance of the information within the ICT Service Management system (ManageEngine ServiceDesk Plus).

The Person

The successful applicant will possess the following attributes at a minimum:

- Class C Driver's Licence.
- Demonstrated sound verbal and written communication skills.
- Demonstrated sound analytical and problem-solving skills with the ability to think "outside the box".

Applicants should familiarise themselves with the entire position description.

The applicable salary ranges from \$36,325 to \$78,446 with the commencing salary dependent upon the qualifications, skills and experience of the successful applicant.

Applications for **19/12 – ICT Help Desk Support Officer** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 19/12, PO Box 974, Ayr Qld 4807

Applications close on Friday, 26 April 2019 at 5.00pm. Word or PDF format is preferable.

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

Applications for this position must include responses to the selection criteria.

It is essential to respond to each criterion listed below. You should explain and include examples of how your skills, qualifications, knowledge and experience meet each criterion.

Essential

1. Class C Driver's Licence.
2. Demonstrated sound verbal and written communication skills.
3. Demonstrated sound analytical and problem-solving skills with the ability to think "outside the box".

Desirable

1. Relevant Information and Communications Technology (ICT) tertiary qualifications. Such as, a degree, diploma or Certificate 3.
2. Relevant ICT industry certifications. Such as relevant VMware, Microsoft, Aruba, Cisco, ITIL and/or Prince2 certifications.
3. Demonstrated knowledge and experience supporting and administering ICT end-user hardware, systems and software used by Council. Such as, Microsoft Windows desktop and notebook computers, Android and iOS smart devices, Microsoft Office 365 and Adobe Creative Suite.
4. Demonstrated knowledge and experience supporting and administering VMware Horizon VDI environments.
5. Demonstrated knowledge and experience supporting and administering Mitel phone systems.

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| Position Number | 20037 |
| Certified Agreement | Burdekin Shire Council Certified Agreement - 2018 |
| Award | Queensland Local Government Industry (Stream A) Award – State 2017 |
| Award Section | Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services |
| Award Level | Level 4 |
| Reports To | ICT Coordinator |
| Place of Employment | Council Chambers, 145 Young Street, Ayr |

Position Objective

Under general direction from the Information and Communication Technology (ICT) Coordinator, work with and support the ICT section to meet its objectives including, but not limited to, providing effective and timely ICT support for Council and stakeholders, the successful delivery of ICT projects, providing support to ICT staff when required, and maintain great customer service.

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 all ICT issues and manage all support requests end-to-end to ensure timely resolution and accurate recording of information and data.
- Procure, install, support and maintain all Council's end-user ICT equipment and software.
- Provide technical advice and support to staff for Council's ICT and business systems.
- Liaise with management, staff, consultants and vendors in a timely, respectful and efficient manner on a wide range of ICT related matters, including problem resolution; service changes; requests and project status; training and organisational issues.
- Collaborate with the ICT Coordinator and other ICT staff to achieve the objectives of the ICT Section and Council; especially those from the Corporate and Operational Plans.
- Work on and actively manage assigned projects to successfully achieve the project objectives. This will entail initiating, designing, planning, controlling, executing, monitoring, and closing the project.
- Prompt, ongoing maintenance of the information within the ICT Service Management system (ManageEngine ServiceDesk Plus).
- Assist and support the ICT Coordinator and undertake other tasks as directed.

Position Requirements

Knowledge

- Comprehensive knowledge of installation, support and administration functions for the end-user ICT hardware, systems and software used by Council, including but not limited to:
 - Computer hardware – Desktops, laptops, tablets and component devices;
 - Operating systems – Microsoft Windows;
 - Virtual Desktop Infrastructure (VDI) – VMware Horizon;
 - End-point software – Microsoft Office 365, Adobe Creative Suite, Autodesk Civil design software and Technology One product suite;
 - Telecommunications devices – IP telephones, mobile telephones and Smart telephones.
- Working knowledge of ICT service management best practices, such as ITIL; and project management methodologies, such as PRINCE2.
- Working knowledge of local and wide area networking services, such as dynamic host configuration protocol (DHCP) and domain name system (DNS); and network products, such as Aruba and Cisco switches, routers and wireless access points.
- Working knowledge of Mitel phone system administration.
- Working knowledge and understanding of how Council's ICT hardware, systems and services interconnect and interact with each other.
- Working knowledge of Council's structure, services and departmental functions.

Skills

- Sound skills supporting and managing end-user ICT hardware, systems and software.
- Sound communication and interpersonal skills.
- Sound analytical skills.
- Sound problem-solving skills.
- Sound customer service skills.
- High level computing and keyboard skills.
- High level judgement and decision making skills.
- High level reading and comprehension skills.
- Sound time management and planning skills.
- Sound project management skills.
- Sound training and knowledge transfer skills.
- Sound teamwork skills.
- Sound negotiation skills.
- Sound technical document writing skills.
- Sound record keeping and record management skills.

Abilities

- Ability to effectively communicate ICT information to others including senior officers
- Ability to apply initiative to work situations.
- Ability to work well under pressure.
- Ability to work autonomously.
- Ability to quickly learn new systems and procedures.
- Ability to apply attention to detail to own work.

Other Requirements

- 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 all work-related documents, situation, and information

Experience and Qualifications

- Relevant Information and Communication Technology (ICT) tertiary qualifications, industry certifications and/or experience administering and supporting end-user ICT hardware, systems and software.
- Class C driver's licence.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, 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 general direction.
- Supervises subordinate employees or works in a specialised field.

Extent of Authority

- Required to set outcomes within defined constraints.
- Provides specialist, technical or professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance is usually available.

Core Competencies

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- 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.
- Explore customer's expectations and base the service on this knowledge.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues
- Actively listen

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.
- Implement strategies for improving quality.

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.
- Implement strategies for reducing adverse impacts on the environment.

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.
- Anticipate problems and risks and modify work methods appropriately.

Efficiency

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

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.