

Position Description

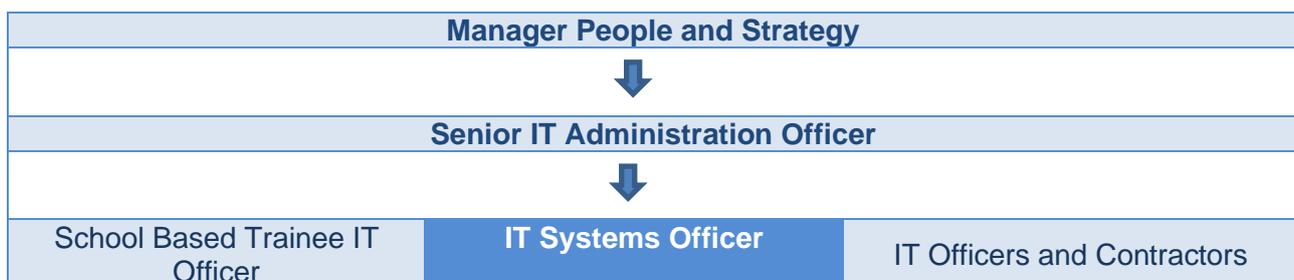
Position Title	IT Systems Officer
Position Code	IT002.5
Department	Corporate Services
Division	People and Strategy
Reports To	Senior IT Systems Administrator
Direct Reports:	Nil
Position Classification	Administrative/ Technical/ Trades Band 2, Level 2/3
Position Status	Fixed Term Contract (FTC) – 2 years.
Position Work Pattern	Full-time, 38 hour 9-Day fortnight
Allowances	Nil

SPECIAL CONDITIONS

The occasional ad-hoc out of hours work may be required to successful achieve the duties and goals of this position. This work will be undertaken within the guidelines and past practice of a 38 hour 9-day fortnight employee.

A Police Clearance is required to be maintained with this position and held current every three (3) years.

REPORTING STRUCTURE OF THE POSITION



PRIMARY PURPOSE OF THE POSITION

This position is responsible for the effective operation, maintenance, monitoring and continuous improvement of Council's technology systems and infrastructure. The incumbent will provide technical expertise in systems administration, end user support, and project planning/implementation. This position will also enhance staff productivity through technology.

<i>Areas of Delivery</i>	<i>Est. % of time spent</i>
<i>Systems and Network Administration. Monitoring, Maintaining and specialising in Councils ICT Infrastructure</i>	60%
<i>Support End user service request processing and resolutions</i>	30%
<i>Ongoing Improvement. Documentation, Policy, Level 3 helpdesk resolutions etc.</i>	10%

POSITION RESPONSIBILITIES

- Provide day to day, IT support for Forbes Shire Council officials across all areas of ICT (including employees, Elected Members, contractors and volunteers when needed). Provide expertise and support across all hardware such as: workstations; mobile devices; printers/photocopiers; VoIP/Telephony; software and applications; and all related technology.

- **ICT Infrastructure management including but not limited to:**

Servers

- ♣ Physical Servers
- ♣ Virtual Machines
- ♣ Hyper-V Cluster
- ♣ Storage Array
- ♣ SAN Network
- ♣ Backups
- ♣ Printers (We have a Managed Print Provider)
- ♣ VoIP System

Network

- ♣ Routers
- ♣ Firewalls
- ♣ Switches
- ♣ WiFi APs
- ♣ P2P Wireless Links

End User

- ♣ Desktop Computers
- ♣ CAD and Graphical Towers
- ♣ Laptops and mobile devices
- ♣ Meeting Room Videocon facilities
- ♣ Smartphones and Tablets

- Provide high quality customer service and excellent service levels in all areas of the IT operations of Council which include:
 - Friendly, timely, knowledgeable and efficient response to requests, enquiries and issues by staff.
 - Resolving incidents raised by stakeholder via the IT Helpdesk process ensuring compliance to all applicable service level agreements;
 - Management of the IT Helpdesk operations and reporting requirements.
 - Document management, recording, reporting and data management of all IT customer requests, creating seamless QRGs, FAQs and user driven content to improve capability of staff whilst servicing requests when needed.
- Demonstrate high levels of professionalism, discretion, judgement and probity in respecting the high level of access to commercial, confidential and sensitive information across Council's network. This includes enforcing governance and probity in access and requests for information from internal and external stakeholders. Following due process in requests to access Council's CCTV and ensure data is managed according to privacy legislation, internal policy and seeking advice when needed to enforce compliance and protect this information.

- Review, plan and implement security guidelines such as the ASD Essential Eight
- Document all systems, process, and procedures so other staff can provide support
- Implement, and upgrade ICT systems and solutions and ensure they can be maintained going forward

- Undertake the maintenance, diagnosis of faults and upgrade of all systems to ensure optimum performance of all IT devices throughout Council. This will include:
 - Installation of programs, software and apps as required.
 - Updating and maintenance of databases.
 - Website and intranet maintenance and upgrades, as requested.
 - Assisting with the checking of configuration of settings, options etc.
 - Maintenance and upgrade of Council's ICT wireless infrastructure.
 - Maintenance and upgrade of Council's server infrastructure.
 - This includes live monitoring of the network via software.

- Support Council's CCTV CBD, public and internal network, partnering with our contract providers and Facilities Team to ensure capital upgrades are delivered on time and on budget, and regular monitoring and maintenance schedules are complied with;

- Manage and deliver the high-quality live stream function of our Council meetings as required in line with LG requirements; including when required, exception Council meetings and other community consultation or related events that require live stream. Document and release all live stream content to appropriate communication channels.

- Diligent maintenance of all equipment including but not limited to:
 - Managing the servicing requirements of all IT infrastructure.
 - Managing the replacement schedule of all IT equipment.
 - IT asset monitoring, recording and updating to have relevant and accurate data at all times in Council's database.
 - Arrange for purchases/leasing in accordance with Council Policy.

- Manage the administration and governance tasks in relation to the IT portfolio as required, including but not limited to:
 - Creation of new users and assisting with orientation into the IT platform.
 - Archiving of data/information and full compliance with Council and legislated records management on our EDMRS and other associated platforms.
 - Documentation and review of IT policies and processes in line with Council policy guidelines, structure and timelines.
 - Provide assistance to the Senior IT Systems Administrator on the development of IT strategies and consultancy scope. i.e. Council's Disaster Recovery Plan and Business Continuity Plan.
 - Lead and co-orientate regular cyber security tests and pen testing on schedule and to a high quality.

- Liaise with IT account managers, consultants and contractors to ensure projects and work are timely and in accordance with best practice principles; actively provide feedback to the Senior IT Systems Administrator, and Manex (when requested) on the performance, quality and outcomes of Council's Managed Services partnerships;

- Provide assistance to the Senior IT Systems Administrator in the development and delivery of the IT budget including high quality and accurate IT purchasing, delivery and reporting on

IT capital budget and project execution and full compliance with Council's Procurement Policy for the purposes of IT purchases;

- Ensure system and data security is maintained at a high standard ensuring the integrity of Council's network and servers is not compromised via ongoing and daily network monitoring; quality control of anti-virus software and malware monitoring; strict management of the release of information from the system firewalls and education to the business on regular occasions regarding IT security.
- Provide high quality direct services to stakeholders of Council where Council's network is in operation for example, CWLE; Library; Dreaming Centre, RFS within scope of agreements;

Organisation – Operations

- Ensure compliance with the WHS Act 2011 and its regulations, including:
 - Report any injury, damage, unsafe condition or hazard to the immediate supervisor, or an appropriate person;
 - Wear protective clothing or equipment in the manner intended (if required);
 - Take reasonable care for the health and safety of all persons who are at their place of work;
 - Ensure that all employees and contractors under their direction or control receive adequate instruction for the safe and efficient performance of their duties;
 - Correct unsafe and/or unhealthy practices or conditions in areas under the control of the position to the full extent of the position's authority or refer to relevant Supervisor, Manager, or Manager People and Strategy;
 - Cooperate with the supervisor in the measures taken to ensure Work Health and Safety;
 - Undertake prompt and direct reporting of all WHS related matters through Council's online system or via phone call to Supervisor within reporting timelines.
- Participate fully in prompt investigation of all serious or potentially serious accidents which result in, or could have resulted in either injury to persons or damage to property, or human resource implications so that remedial action may be effected promptly;
- Work cooperatively in a team environment and provide support and/or technical advice as required across other areas of Council;
- Assess and improve work practices and procedures on a continuous basis to achieve Council's goals;
- Comply with all Council's policies and procedures and Code of Conduct;
- Complete other duties as directed by the nominated Supervisor;
- Undertake other relevant duties as directed which are consistent with the employee's skill, competence and training.

KEY RELATIONSHIPS

Who	Why
Internal	
Senior IT System Administrator	Direct Supervisor – Support, guidance and mentoring
Manager People and Strategy	Portfolio Supervisor – Support, guidance and mentoring
Director Corporate Services	Directorate Leader – Advice, reporting and support
People and Strategy Team	Colleagues – Support, guidance and mentoring
Council staff	Support and advice as required
External	
Managed Services Providers	Partnership to deliver IT Operations and strategic/Capital upgrades. Monitor quality and deliver regularly.
Community Members (Pool, Museum, Apex Caravan Park)	External Stakeholder – assistance with IT as required.
Police and Emergency Services	Ensure probity around the provision of CCTV footage when required
3 rd party hardware and software providers	Ordering and provision of equipment Advice, guidance and support where required.
Contractors	On the job in the delivery of projects and support
Councillors within the scope of Council's Code of Conduct	Support and advice as required

POSITION CAPABILITIES

LGNSW Capability Framework		
Capability Group	Capability Name	Level Required
 Personal Attributes	Manages Self	Intermediate
	Displays Resilience and Adaptability	Advanced
	Act with Integrity	Adept
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Works Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and prioritise	Intermediate
	Think and solve problems	Adept
	Create and Innovate	Adept
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Advanced
	Procurement and Contracts	Intermediate



PERSON SPECIFICATION

Essential

- Tertiary qualification in Information Technology or related discipline (Bachelor or Advanced Diploma minimum)
- Demonstrated minimum of 5 years' experience in IT help desk operations and support;
- Demonstrated communication skills and the ability to communicate with a diverse audience;
- Demonstrated ability to work in a team environment with minimal supervision using judgement and initiative;
- Demonstrated experience in organisational and program delivery as well as high level Project Management skills;
- Construction and Induction Certificate (White Card) or able to obtain;
- Class C (Standard) Drivers Licence.

Experience

- *Essential* - Demonstrated experience in the following:
 - Microsoft Windows Operating Systems;
 - Microsoft Office Professional Applications;
 - Windows Server Environments;
 - Network principles including routing, wireless, and WAN
- Local Government experience advantageous but not essential.

Authority and Accountability

- Worker level responsibilities in regards to WHS legislation;
- Financial delegation as per Council's delegation register

EQUIPMENT REQUIRED FOR THE POSITION

- Laptop

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviors are expected at Forbes Shire Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Forbes Shire Council from time to time as necessary.

Employee's Signature:

Date:

HR USE ONLY

Does this position require a Working with Children Check?	Yes / No
Does this position require the incumbent to undergo a criminal reference check	Yes / No
Does this position have a Financial Delegation	Yes / No Level:
Does this position require the incumbent to possess a specific license or qualification	Yes / No