

POSITION DESCRIPTION FOR TRAINEE IT SUPPORT OFFICER

DEPARTMENT: CORPORATE SERVICES
SECTION: ORGANISATIONAL DEVELOPMENT / ICT
BAND/LEVEL: TRAINEE GRADE – Local Government (State) Award 2017
POSITION STATUS: FULL TIME – 2 Years

SPECIAL CONDITIONS

- Some out of hours work is required - for example Urgent Support; ICT Upgrades; Meeting and Training Setup;
- A half day per fortnight will be allocated to the completion of tertiary study. This will be completed at work in a quiet, designated area.
- This position is a 2 year traineeship and Council cannot guarantee ongoing employment past the completion of the nominated course.

STRUCTURE AND REPORTING

Manager Organisational Development	
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IT Support Officer	Trainee IT Support Officer

Area of Responsibility	Percentage of time spent
Helpdesk and ICT Support	80%
Professional Development and Learning	20%

PURPOSE

The purpose of the Trainee IT Support Officer position with Council is to provide ICT support to the key areas of Council, including Town Hall Administration, the Engineering Department, the Council Depot and Demountable, the Water and Sewer Treatment Plants and the Central West Livestock Exchange.

KEY ACCOUNTABILITIES

1. Learn the role of ICT in Forbes Shire Council;
2. Provide day to day desk support for Councils IT systems (e.g. PC's, printers, scanners, photocopiers, telephones, Microsoft Software, databases;
3. Arrange servicing of equipment when appropriate or when required;
4. Provide support for Council's website, Intranet and other ICT systems where necessary;
5. Provide assistance in checking and the configuration of settings for all ICT platforms;
6. Provide assistance in the documentation of processes and procedures;
7. Assist in the arrangement and packing up of equipment for meetings and trainings;
8. Assisting the Manager Organisational Development and IT Support Officer where necessary;
9. Provide assistance with the updating and maintenance of ICT systems;
10. Participate in Workplace, Health and Safety within the Department to:
 - a. Undertake site based risk assessment and ensure that staff use safe work method statements (SWMS) to guide their activities;
 - b. Report any injury, damage, unsafe condition or hazard to the immediate supervisor, or appropriate person;
 - c. Wear protective clothing or equipment in the manner intended;
 - d. Take reasonable care for the health and safety of all persons who are at their place of work;
 - e. Cooperate with your team in the measures taken to ensure compliance with Work Health and safety policies and procedures;
 - f. Ensure contractors comply with Councils Work Health and Safety Policy;
11. Assess and improve work practices and procedures on a continuous basis to achieve or exceed Forbes Shire Council's strategic goals;
12. Demonstrate commitment to identifying and following Forbes Shire Council's values, policies and procedures;
13. Answer enquiries from the public and report issues for further action, where appropriate, to provide a high level of customer service;
14. Undertake other relevant duties as directed which are consistent with the employee's skill, competence and training.

PERSON SPECIFICATION**a) Experience/Qualifications:**

- Strong learner who wants to be involved in IT into the future;
- Demonstrated experience and working knowledge of PC's, printers and mobile technology;
- Demonstrated experience and working knowledge of software such as Microsoft Windows;
- Current C Class Driver's license;

b) Skills:

- Provide ICT support to staff, contractors, volunteers and other stakeholders as required;
- Deliver on projects by meeting deadlines

c) Attributes:

- High degree of personal integrity, initiative, confidentiality and discretion.
- Willingness to work collaboratively and constructively as a member of a team.
- Commitment to the organisation.

d) Ongoing Training:

- Willingness to obtain a Certificate IV in ICT
- Attendance at conferences, seminars, workshops and other training activities to enable you to gain the appropriate knowledge to support Council
- Pursue general ongoing training and development opportunities where appropriate.

CODE OF CONDUCT

It is important that all employees act in a manner that enhances community confidence in Council. Whilst on duty, employees are to give the whole of their time and attention to the business of Council. Employees are required to carry out their duties conscientiously, honestly, fairly and impartially. You are required to comply with Council's Code of Conduct at all times. A copy of the Code of Conduct is available from Human Resources.

RISK MANAGEMENT

Forbes Shire Council takes a proactive approach to Risk Management to ensure continuous improvement in reducing accidents and injuries in the workplace.

Forbes Shire Council has a responsibility to provide a safe and healthy workplace and employees have a responsibility to co-operate with Council's policies and procedures to ensure that the workplace is safe and healthy.

Employees are to report to their supervisor all acts or conditions that they consider to be unsafe, keep the workplace safe as far as their responsibility permits and follow safe work method statements.

EQUAL EMPLOYMENT OPPORTUNITY

Forbes Shire Council is committed to the development and implementation of its EEO Management Plan which is designed to develop a more creative and skilled workforce to provide better services to the community.

Forbes Shire Council's employment and selection decisions are based on merit in accordance with EEO guidelines and legislation.

Council is committed to eliminating and ensuring the absence of discrimination and harassment in the workplace. Employees must not harass, discriminate or support others who harass or discriminate against colleagues or members of the public.

For further information contact Human Resources.

CONTINUOUS LEARNING

Forbes Shire Council is committed to the continuous development of its staff. All Council employees are expected to accept continuous learning that is considered necessary to assist with effectively carrying out the duties of their position.

For further information refer to Council's Training & Development Policy or contact Human Resources.

EMPLOYEE'S ACKNOWLEDGEMENT

I have read, understood and accept the requirements of this position. I accept that, with consultation, my duties may be modified by Forbes Shire Council from time to time as necessary.

Employee's Signature

Date

General Manager's Signature

Date