

## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	Information Technology Officer	<b>Designation &amp; Classification Level</b>	Level 4
<b>Position No</b>		<b>Division</b>	Corporate Services & Sustainability
<b>Business Unit</b>	Information Technology	<b>Reports To</b>	Information Technology Manager
<b>Location</b>	Katherine	<b>Date Created</b>	September 2021
2. POSITION CONTEXT			
<b>Position Summary/ Purpose</b>	The Information Technology Officer will support the success of the ICT unit through maintaining the security, integrity and operational effectiveness of ICT services, systems and infrastructure. Reporting to the Information Technology Manager to ensure the most strategically effective delivery of the IT services is achieved through revision of existing infrastructure and appropriate research into emerging technologies.		
3. KEY RESPONSIBILITIES			
<b><u>Service Delivery and Planning</u></b>			
<ol style="list-style-type: none"> <li>1. Provide ICT technical end user support in areas including systems access, troubleshooting, training and maintenance of applications.</li> <li>2. Ensure IT asset database is constantly monitored and updated with the most accurate information available.</li> <li>3. Issue and configure hardware to Roper Gulf Council's staff to ensure they have the necessary IT and telecommunications equipment required for their role within the Council including but not limited to: handsets, thick clients.</li> <li>4. Attend or remotely access Roper Gulf Council's communities and resolve any IT issues encountered at any sites.</li> <li>5. Facilitate the ongoing maintenance and upgrade of required systems and infrastructure assets.</li> <li>6. Provide an efficient helpdesk service and maintain effective working relationships with management, staff and external technology partners where appropriate</li> <li>7. Aid in Microsoft 365 account administration and support, including but not limited to: password resets, accounts creation and unlocks, action relevant permissions, support with errors when working in a virtual desktop.</li> <li>8. Assist in the management of chosen Enterprise Resource Planning (ERP) permissions and modules.</li> <li>9. Assist in the management of user licencing and permissions for Roper Gulf Regional Council chosen document management system.</li> <li>10. Assist in the support of all Council managed networks to ensure relevant hardware and software are kept operable.</li> <li>11. Be proactive in the monitoring of emerging technologies that may benefit the Council's ability to deliver services seamlessly.</li> <li>12. Participate in ICT Projects as requested or directed by the Supervisor or management.</li> </ol>			
<b><u>Work Health &amp; Safety</u></b>			
All Council staff have a duty of care and a legal obligation to ensure that they: <ul style="list-style-type: none"> <li>• Undertake work in a manner that is not harmful to their health and safety or the health and safety of others</li> <li>• Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities.</li> <li>• Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements</li> </ul>			

- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work-related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
  - Correct minor hazards as applicable.

#### 4. SELECTION CRITERIA

##### ESSENTIAL

1. Certificate III in Information Technology or relevant industry experience.
2. Effective verbal and written communication skills with the ability to liaise and work effectively with a wide range of clients at all levels in an accurate and positive manner.
3. Strong customer service skills, particularly with experience providing a help desk operation.
4. High level of personal organisational skills, including time management, self-motivation and planning.
5. Ability to understand, troubleshoot and resolve software issues within defined timeframes.
6. Solid knowledge of computers, networking and telecommunication devices.
7. Demonstrated working knowledge and practical management of Microsoft windows and Microsoft Office Suite.
8. Able to meet the inherent requirements of the position both physically and mentally.

##### DESIRABLE

1. Knowledge and experience in Cloud environments and Remote device management.
2. Experience in Local Government environment setting in a similar role.

##### ELIGIBILITY REQUIREMENTS

1. Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.
2. Current Northern Territory "C" Class Drivers Licence.
3. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
4. Undertake a new Criminal History Check prior to commencement of employment and renew your Criminal History Check every three (3) years, or as per the Criminal History Check Policy.

#### 5. ACKNOWLEDGEMENT

<b>GENERAL MANAGER</b>	<b>Cindy Haddow</b>	<b>Date Approved:</b> 7 Oct. 2024	<b>Signature:</b> 
<b>Employee Name</b>		<b>Date:</b>	<b>Signature:</b>