

Position Description

Desktop Support Officer



Position number:	048-1
Department:	Information Services
Directorate:	Corporate, Governance and Performance
Classification:	Within Band 5 of the Moira Shire EA Number 10
Award:	<i>Victorian Local Authorities Award 2001</i>

About working with Moira Shire Council

Moira Shire Council is an innovative and progressive local government organisation committed to serving the needs of communities across a large regional shire. We are an equal opportunity employer committed to providing a safe working environment that embraces and values child safety, diversity, and inclusion.

We offer excellent conditions, flexible working arrangements, and health and wellbeing support in an encouraging, family friendly environment.

Role Purpose and Objectives

- To provide network users with access to an efficient and up-to-date desk top operating environment and support service.

Organisational Relationships

Reports to:	Team Leader IT Support
Supervises / Manages:	Nil
Internal Liaisons:	All Staff
External Liaisons:	Suppliers Suppliers Contractors Consultants Relevant professional Industry organisations and associations

Key Responsibilities and Functions

System Administration

- Provide level 2 operational and technical support to end users via the Helpdesk Software, telephone, remote desktop tools or on-site visits.
- Administer and maintain Council's printers and copiers including management software.
- Administer and maintain Council's office and mobile telephone systems and equipment.
- Assist in ensuring Council's network is securely maintained and virus free.
- Properly and effectively maintain all hardware and software, including the registration of all hardware and software assets and accurately maintaining the IT Asset Register.
- Administer and Maintain Council's Mobile Device Management System.
- Support the Media and Communications Department in the Maintenance and development of Council's web site and intranet.
- Maintain user access of the WAN, LAN, Print, File Services, Remote Access and Exchange Mail applications and infrastructure.
- Maintain, Troubleshoot and administer Network Infrastructure.

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IT Support

- Set up and maintain user accounts and software access.
- Providing users with timely and appropriate advice, support and assistance to maximise
- benefits of network
- Maintaining the Council's help desk and providing advice and training to users
- Contribute to Council's Information Technology procedures and knowledgebase.
- Continuous improvement - identification of, or suggestions, improvements and/or enhancements to the efficiency of existing operations, procedures and practices.

Although an employee may be appointed to a particular position, Council may ask for duties to be carried out in other areas that are within their range of skills, competence and training.

Moirā Shire Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act 2013 and it is a core function of Council business.

At times the incumbent may be asked to assist in Council's emergency management operations, within reason.

Position Descriptors

Accountability and Extent of Authority

- The accuracy and timeliness of advice and assistance.
- The actions taken to ensure the system operates effectively.
- The correct installation of new and/or upgraded hardware and software.
- The integrity of network and ensuring a virus free operating environment.
- The effective and efficient operation of the Council's IT network and systems.
- The security of the IT network and information.
- The accuracy of the IT asset register.
- Effective and efficient operation of Council's printers, scanners, photocopiers and fax machines.
- The freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Judgement and Decision Making

- The Officer must at all times operate within relevant Council policies, guidelines and procedures, approved delegations and budgets.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- The Officer is able to make decisions within the scope of well-defined guidelines including:
- Taking appropriate action to ensure that customer requests are satisfied
- Taking appropriate action to respond effectively and quickly to user request and requirements
- The Officer must exercise judgement in regard to notifying the Manager Information Services or System Administrator about inappropriate use of the system.

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	<ul style="list-style-type: none">Guidance and advice would usually be available within the time required to make a choice.
Specialist Skills and Knowledge	<ul style="list-style-type: none">Considerable IT knowledge of a wide range of IT Systems, Infrastructure and Industry Standards.The Officer must be able to assist by effectively responding to a wide variety of new or different situations, problems, issues and/or situationsAn understanding of the long-term goals of the organisation and of its values and aspirations and of the legal and political context in which it operates.An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.An understanding of the functions and needs of the employees to whom support is provided.
Management Skills	<ul style="list-style-type: none">Ability to manage time, plan and organise own work and the ability to respond to client needs within set timetables.Ability to work effectively with clients and provide assistance for on the job training.Development and application of appropriate procedures to duties being performed to optimise quality and efficiency.
Interpersonal Skills	<ul style="list-style-type: none">Ability to gain co-operation and assistance from clients, peers, and members of the public in the administration of well-defined activities.Provide comprehensive technical reports or correspondence on related issues to management, Council and external parties.Ability to work in a team environment.Written and verbal communication skills.

Key Selection Criteria

- Diploma in Information Technology and/or extensive relevant experience
- Aptitude for IT, technical and user support.
- High level communication and interpersonal skills
- Demonstrable IT knowledge including experience in delivering quality IT customer support

Essential qualifications and experience

- Diploma or Higher in Information Technology and/or extensive relevant experience
- Aptitude for IT, technical and user support.
- Proficiency with relevant software packages
- Current drivers license

Desirable qualifications and experience

- Understanding of and experience in the operations of local government
- Certificate in IT Foundations

Licenses and mandatory requirements

- Current Drivers Licence
- Current police Check

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Inherent physical requirements

- High
 - Extended periods of sitting / computer use
- Medium
 - Lifting (computer rollouts)
- Low
 - Travelling to Council's remote Service Centers

Core Competencies (As defined in the Moira Core Competency Framework)

Moirā Value	Competency	Role requirement
 Respect	<ul style="list-style-type: none"> • Community and customer focus • Plan and prioritise 	Tier Essential Tier Essential
 Honesty	<ul style="list-style-type: none"> • Communicate and engage • Display resilience and adaptability 	Tier Essential Tier Essential
 Accountability	<ul style="list-style-type: none"> • Demonstrate accountability • Deliver results 	Tier Essential Tier Essential
 Teamwork	<ul style="list-style-type: none"> • Create, innovate and solve problems • Work together 	Tier Essential Tier Essential
 Integrity	<ul style="list-style-type: none"> • Manage self • Act with integrity 	Tier Essential Tier Essential
 People Leadership	<ul style="list-style-type: none"> • Lead and develop people • Lead and manage change • Think and act strategically • Inspire direction and purpose 	N/A N/A N/A N/A

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Shared Organisational Responsibilities

Occupational Health and Safety

- Comply with the provisions of the Occupational Health and Safety Act by taking all reasonable precautions to ensure the health and safety of self and others.
- Ensure hazards, incidents, near misses and injuries are reported immediately.
- Support activities taken by the organisation to comply with OH&S legislation, including compliance with relevant policies and procedures.

Code of Conduct

- Ensure that the Moira Shire Employee Council Code of Conduct and all organisational policies and procedures are adhered to.

Customer Service

- Provide quality customer service to both internal and external customers in accordance with Council's Customer Service Charter and Standards.

Recordkeeping

- Comply with records management obligations and responsibilities.
- Make and keep accurate and complete records of business activities and decision making in accordance with Council's Records Management Policy.

Confidentiality

- Comply with the requirements regarding collection, use and disclosure of personal information under the *Privacy & Data Protection Act 2014* and the Information Privacy Principles.
- Understand that unauthorised disclosure of Council information is prohibited (this includes but is not limited to intellectual property, council records, performance information and contractual arrangements) both during and after employment at Council.

Emergency Management

- Assist in Council's emergency management operations (as required under the *Emergency Management Act 2013 (and 1986)*) where required and within reason.

Risk Management

- Comply with Council's Risk Management Policy.
- Understand the principles and purpose of Risk Management.
- Understand all the risks associated with their activities and assist in the identification and management of risks.

Child Safety

- Ensure that behaviours and actions are consistent with the Victorian Child Safe Standards, related legislation and Council's Child Safe Policy.

Diversity and Inclusion

- Ensure compliance with equal opportunity, diversity, anti-discrimination and gender equality legislation, policies and procedures.

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Agreement

I hereby agree to the terms and conditions of this Position Description.

Incumbent's name: _____
(Print)

Signature: _____ Date: _____

Managers name: _____
(Print)

Signature: _____ Date: _____

Review of this Position Description

This position description will be reviewed in accordance with the *Victorian Local Authorities Award 2001*.

