POSITION DESCRIPTION

TEAM LEADER IT SUPPORT

Reports to: Manager Information Services

Purpose of Position: To maintain the integrity and performance of Council's IT network and provide user support to meet organisational operating requirements.

To ensure the IT network is effectively maintained, accessible and operating at optimal efficiency within approved budgets.

Salary Range: Within Band 6 of the Moira Shire EA Number 8

Financial Authority: In accordance with Council's Delegations Framework

Incumbent: Vacant

REF NO: D15/42581

Enquiries

For more information about this position please contact the Moira Shire Council Organisational Development Department on (03) 5871 9222.

Moira Shire Council is an Equal Opportunity Employer offering flexible work arrangements for employees in a family-friendly work place.

ORGANISATIONAL RELATIONSHIP	
Position reports to:	– Manager Information Services
Position supervises:	– Desktop Support Officers

KEY RELATIONSHIPS	
Internal:	– All other Council staff
External:	– Suppliers / Contractors / Consultants
	– Relevant professional and industry organisations/associations.

PRIMARY RESPONSIBILITIES AND KEY FUNCTIONS

Infrastructure

- Ensure Council's microwave radio and wireless infrastructure are maintained to achieve a high level of availability.

- Administer and maintain Council's printers and copiers including management software.

- Effectively maintain Council's email & Internet services and monitoring systems ensuring a high level of availability and security is achieved.

- Administer the security, integrity and data storage requirements of Council's Information Technology systems.

- Administer and maintain comprehensive, effective and timely backups of Council data to ensure business continuity.

- Maintain hardware and software at optimal operating efficiency and undertake regular systems maintenance to ensure optimal operating capacity and capability.

- Develop, implement and maintain Council's Information Technology procedures and knowledgebase.

- Administer and maintain Council's office and mobile telephone systems and equipment.

- Coordinate the leasing of computer hardware in accordance with the adopted upgrade program.

- Maintain to high accuracy Council's Information Technology inventory system, including hardware, software and licence compliance.

- Maintenance and testing of Council's Information Technology Disaster Recovery Plan

Projects

- Project Manage department projects allocated by the Manager Information Services using adopted project methodologies within resources allocated, including time and budget.

- Keep project documentation, including status reports, up-to-date and record all project correspondence and financials within EDRMS project files.

- Engage with project stakeholders to ensure high quality deliverables are developed prior to project start-up and reviewed upon project completion.

PRIMARY RESPONSIBILITIES AND KEY FUNCTIONS
- Develop annual project submissions for budget review based on organisational needs.

Staff and Users
– Lead Information Technology Help Desk staff and coordinate the day-to-day operations of Council's Information Technology Help Desk service to a high level of efficiency and customer satisfaction.   – Provide system users with appropriate advice, support and training to maximise benefits of Council's Information Technology systems.
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.
Moira 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.

ACCOUNTABILITY AND EXTENT OF AUTHORITY
– The position holder is responsible for ensuring that Council's Information Technology systems are available and secure to a high degree of reliability.   – Freedom to act to ensure the security and reliability of the IT network.   – Maintain specialist high level quality and accuracy of advice to network users   – The Officer will be required to have an input into policy development and implementation.   – Specialist advice given to clients is subject to regulations and policy and regular supervision.

JUDGEMENT AND DECISION MAKING
– At all times operate within relevant Council policies and procedures, approved delegations, and budgets.   – Exercise appropriate judgement in the management and prioritisation of workload for supervised staff to meet Information Technology customer service standards.   – Make decisions on all matters regarding routine day to day problem solving of server and PC hardware and software related matters. Use knowledge to adapt to new situations.   – Decisions of a non-routine or politically sensitive nature must be referred to the supervisor.

RISK, WORK HEALTH AND SAFETY AND EQUITY

– Adhere to defined work health and safety polices, protocols and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace

– Adhere to defined work injury management policies, protocols and procedures

– Ensure Hazards are minimised and near misses, incidents and hazards are reported

– Compliance with Equal Opportunity, Diversity and Gender Equity polices and protocols

– Identify and manage areas of risk within area of responsibility to the department and Council

KEY COMPETENCIES

SPECIALIST SKILLS & KNOWLEDGE

– A detailed knowledge and understanding of contemporary Information Technology systems and applications.

– Proficiency in server and desktop hardware and software technologies.

– Proficiency in wide and local area network systems.

– An understanding of the long term goals of the Information Technology unit and relevant policies of Council.

MANAGEMENT SKILLS

– The System Administrator requires skills in managing time, setting priorities and planning the work of employees in the specialist field of Information Technology.

– Ability to apply human resource policies and practices including award processes, EEO and OH&S policies.

– Capacity to undertake mentoring and supervision of trainees and other employees from time to time as directed.

INTERPERSONAL SKILLS

– Ability to effectively communicate and gain cooperation from clients, contractors and Council staff.

– Ability to liaise with counterparts in other organisations to discuss and resolve specialist matters.

– Ability to establish and maintain productive relationships with all staff.

– Ability to assist others to resolve problems.

– Demonstrated commitment to quality customer service.

– Ability to work co-operatively as part of a team.

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL	DESIRABLE
− A relevant qualification with experience or extensive experience in a similar role. − Demonstrated ability to work in a virtual networked windows environment. − Demonstrated ability to work under pressure and manage own workload & priorities. − Proven capacity for staff supervision. − Demonstrated responsiveness to provide high quality service to customers, both internal and external. − Excellent verbal communication and interpersonal skills, with an ability to work effectively with people at all levels. − Drivers Licence.	− Experience with administration of SQL databases. − Prior experience in local government.

INHERENT PHYSICAL REQUIREMENTS

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

KEY SELECTION CRITERIA

− A relevant qualification with experience or extensive experience in a similar role.

− Demonstrated ability to work in a virtual networked windows environment.

− Demonstrated ability to work under pressure and manage own workload & priorities.

− Proven capacity for staff supervision.

− Demonstrated responsiveness to provide high quality service to customers, both internal and external.

− Excellent verbal communication and interpersonal skills, with an ability to work effectively with people at all levels.

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.