**POSITION DESCRIPTION**

# IT OFFICER

## POSITION OVERVIEW

This role is to provide general IT support to employees within Barcaldine Regional Council. This role will also contribute to the IT growth within Council and ensure systems are running smoothly at all times.

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|---|---|
| Employment Location: | Barcaldine District;<br><br>Regional Work and travel may be required. |
| Industrial Instruments: | Queensland Local Government Industry (Stream A) Award – State 2017;<br><br>Barcaldine Regional Council Certified Agreement 2022. |
| Classification Level: | Minimum Level 4 |
| Position Status: | Full-time ongoing;<br><br>Subject to Council's capacity to Pay, Funding and Employee Performance. |
| Accountable To: | Directly to the relevant Director Corporate and Finance Services;<br><br>Interacts with Senior Management Team and Support Staff; Other Stakeholders and Members of the Public;<br><br>Work is performed under general supervision. |
| Supervisory Responsibility: | Supervision and direction of other employees may be required. |

## KEY RESPONSIBILITIES OF POSITION

The key duties and responsibilities include and are not limited to:

**General IT responsibilities:**

- Oversee the management of IT ticket requests from staff relating to Council's IT equipment, printers, photocopiers, phone and mobile devices.
- Identity potential improvements in the IT support system.
- Create and distribute detailed, up-to-date documentation of IT processes, procedures, and user guides.
- Escalate queries to our external IT Service Desk staff.
- Maintain and update IT manuals as required.

**Internal/External Stakeholders:**

- Collaborate and communicate regularly with cross functional teams to capture and address developing IT-related issues, challenges and opportunities.
- Provide user support and training for onboarding new staff and the continued improvement of system knowledge and use by current staff.
- Play a key technical role in the engagement and roll out of Council's IT roadmap aiming being achieved, aligning with the principles and goals of these strategies.
- Work closely with Council's security service provider to monitor Council's IT and cyber security risks to:
  - Develop and carry our regular education and testing of protocols.
  - Action potential exposures, respond to breaches or attempted breaches.
  - Review of plans and protocols.
- Perform as directed other duties that are within the limits of your skill, competence, and training.

## KEY REQUIREMENTS FOR POSITION

Selection for this position will be determined by assessing applicants' capacity to showcase successful past performance or perceived abilities essential for delivering outstanding services. The ideal candidate will possess relevant licenses, qualifications, and experience directly aligned with the requirements of the position as follows:

- Completion of appropriate Information Technology Certification (Min Cert IV) and short courses supporting the ongoing training and development in the IT space.
- Demonstrated experience and/or qualifications in leading and managing projects.
- Experience in working with Microsoft 365 and Windows desktops and organisational business applications.
- Success in developing and delivering IT training using various mediums to reach attendees.
- Excellent time management and problem-solving skills.
- Ability to actively promote the use of technology, constructively working towards improved organisational efficiency.
- Excellent customer service skills with a positive, can-do attitude.

## PHYSICAL REQUIREMENTS

**Physical Demand Category**

- ☒ Sedentary Work
- ☒ Light Duty – Occasional lifting/ carrying of objects weighing up to 5kgs

☐ Medium work – Occasional lifting/ carrying of objects weighing up to 10kgs

☐ Heavy work – Occasional lifting/ carrying of objects weighing up to 20kgs

**Audio Visual Demands**

☒ Peripheral Vision

☒ Hearing

☐ Depth Perception

☐ Colour Discrimination

**Specific Actions Required**

This job may include:

| Standing/Walking | | Sitting | | Driving | |
|---|---|---|---|---|---|
| ☐ None | | ☐ None | | ☐ None | |
| ☒ Occasional | | ☐ Occasional | | ☒ Occasional | |
| ☐ 1-4 Hours | | ☐ 1-4 Hours | | ☐ 1-4 Hours | |
| ☐ 4-6 Hours | | ☐ 4-6 Hours | | ☐ 4-6 Hours | |
| ☐ 6-8 Hours | | ☒ 6-8 Hours | | ☐ 6-8 Hours | |

**Work Environment**

| Attribute | Yes | No |
|---|---|---|
| Chemicals | ☐ | ☒ |
| Cold | ☐ | ☒ |
| Dampness | ☐ | ☒ |
| Fumes/Gases | ☐ | ☒ |
| Heat/Humidity | ☐ | ☒ |
| Heights | ☐ | ☒ |
| Noise | ☐ | ☒ |

**This job will require the following:**

| Action | Frequent | Occasional | None |
|---|---|---|---|
| Bending | ☐ | ☒ | ☐ |
| Squatting | ☐ | ☒ | ☐ |
| Climbing | ☐ | ☒ | ☐ |
| Twisting | ☐ | ☒ | ☐ |
| Reaching | ☐ | ☒ | ☐ |

**Repetitive Motions**

☒ Simple Grasping  ☒ Fine Manipulation  ☐ Pushing and Pulling

☒ Finger Dexterity  ☐ Foot Movement

**ACKNOWLEDGEMENT**

This position description is subject to change from time to time as Council's operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable. Further, it has been designed to indicate the general nature and level of work performed by

employees within this classification and is not to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

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|---|---|
| **Authorised By:** | Chief Executive Officer |
| **Signature:** | |
| **Date:** | |
| **Employee Name:** | |
| **Employee Signature:** | |
| **Date:** | |