

## POSITION DESCRIPTION

<b>Position Title:</b>	IT Officer
<b>Award/Agreement:</b>	TOC Industrial Agreement 2024 (and any subsequent agreement)
<b>Classification level:</b>	Level 8
<b>Directly reports to:</b>	Manager ICT
<b>Positions under Direct Supervision:</b>	Nil

### Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 11,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

### Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

### Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

### Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

## OBJECTIVE OF THIS POSITION

Deliver high-quality IT support to ensure secure and reliable operation of the Town's ICT environment.

### **Objective 1: ICT Support & Operations**

- Provide Level 1 and Level 2 IT support for workstations, mobile devices, software, system access and network connectivity.
- Monitor helpdesk tickets and ensure timely triage, prioritisation, escalation and resolution.
- Keep timely and accurate notes within the IT service management tool.
- Manage stakeholder relationships through professional communication, support and assistance.
- Conduct routine monitoring and health checks to enable a proactive response to potential IT issues.
- Support the Town's ERP solution by providing technical support, engaging with internal stakeholders and liaising with the external services provider.
- Diagnose, test and troubleshoot technical IT issues and configuration changes.
- Onboard and offboard IT users and equipment.
- Maintain accurate asset inventories for ICT hardware, software and services.
- Support ICT procurement by obtaining quotations and processing invoices for products and services.
- Prepare change requests and problem management reports to support continuous improvement of the ICT environment.
- Publish and maintain knowledge base articles for technical and non-technical audiences.
- Adhere to the Town's ICT governance framework.
- Take appropriate care to ensure the security, privacy and reliability of the Town's systems and data.
- Monitor and report cyber security risks and contribute to security awareness within the Town.
- Assist with development and troubleshooting of the Standard Operating Environment for managed devices.
- Assist with the provision of information during IT audits.
- Assist with the installation, update and configuration of ICT software, equipment and infrastructure.
- Contribute to the development of plans and procedures within the ICT Governance Framework.
- Support digital literacy through user inductions, training and education as needed.
- Work closely with senior staff and external IT service providers to support the Town's operations and projects.

### **Objective 2: Work Health & Safety (For all Staff)**

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

### **Objective 3: Corporate Responsibility (All Staff)**

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Ensure compliance with purchasing policies and best practice in purchasing.
- Promote the development of efficient work practices.

- Maintain good relations with the general public and promote Council’s operations in a professional manner at all times.
- Adhere and follow the Town’s Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

**Objective 4: Continuous Improvement (All Staff)**

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

**SELECTION CRITERIA**

**Essential**

- Tertiary qualification in Information Systems/Computer Science with relevant experience or less formal qualifications with specialist skills and relevant experience in a similar role.
- Experience working with IT service desk software.
- Excellent customer service and communication skills.
- Demonstrated experience in administrating Microsoft Windows environments including Active Directory DHCP, DNS and Group Policy.
- Demonstrated experience in Microsoft cloud environments including Entra ID, Exchange, Teams, OneDrive and SharePoint.
- Demonstrated ability to work autonomously and to manage and prioritise multiple tasks in a timely and efficient manner.

**Desirable**

- Experience in Hyper-V administration.
- Practical experience packaging and deploying software and configurations
- Experience working with external IT service providers e.g. ISP, software providers, printing, network issues.
- Practical experience working with structured data e.g. database query, processing and extract.
- Exposure to IT audits and understanding of record keeping requirements.
- Understanding of network technologies e.g. IPv4, routing, virtual networking and SD-WAN.
- Understanding of ERP systems.
- ITIL certification or similar.
- Local government experience in a similar role.

**REQUIREMENTS**

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver’s License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town’s GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

### Signatures

Director	
Signature	Date

  

Employee	
Signature	Date