# POSITION DESCRIPTION

| Position Title: | Senior IT Officer |
|---|---|
| Award/Agreement: | **TOC Enterprise Agreement 2021** (and any subsequent agreement) |
| Classification level: | Level 9 |
| Directly reports to: | Manager  ICT |
| Positions under Direct Supervision: | Nil |

## Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km2. The Town has a population of approximately 10,000 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

This position is responsible for the administration, maintenance and enhancement of a reliable, secure and efficient network and information system for the Town.

**Objective 1: Technical**

- Independently manage, implement and monitor Town's existing infrastructure (e.g., DR , server upgrades, migrations & decommissioning)
- Manage network and information security of Town's system in line with best practices.
- Continuous improvement of the Town's network and systems to minimize the risk of any downtime affecting business continuity.
- Maintain and administer the Town's data, wireless and telephony network, storage and Microsoft server and SOE infrastructure.
- Database administration, ensuring the security and privacy of data stored on the Town's ICT infrastructure and systems.
- Ensure that effective backup and recovery systems and processes are maintained.
- Ensure IT operations documentations are up to date and validated.
- Maintenance and administration of the Town's firewall and anti-virus systems.
- Maintenance and administration of Group Policy, DHCP, DNS and other admin tools for system administration.
- When required:
  - provide IT support services across all areas of IT, e.g., desktop devices, application support, mobile phone setup, administration of access controls, daily health checks.
  - manage Helpdesk tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency.
- Procurement of ICT infrastructure and non-infrastructure consumables, and management of stakeholders such as vendors, suppliers, and contractors in IT.
- Provision infrastructure, equipment, and software deployments.
- Evaluate potential software solutions to ensure they meet business requirements and adhere to budget.
- First point of contact for the organisation for hardware and software matters.
- Assist with purchasing, obtaining quotations and invoice processing of all IT equipment and services.
- Recommendation of controls by identifying problems**.**
- Assist the Manager with provision of information for IT audits.
- Contribute to development of policies and procedures within the IT Governance Framework.
- Management of stakeholders, communication of issues, risks, implementation support and assistance with testing requirements.
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions.
- Mentor and work hand in hand IT Officer to ensure Town's operations run smoothly.

**Objective 2: Strategic**

- Oversee the development, implementation and  maintenance  of policies and processes for network system administration and disaster recovery.
- Through research Identify improvements in information systems, information management, practices, procedures to improve the business.
- Provide input into the information technology aspects of the Corporate Business Plan including programme and project planning, scheduling, budgeting, and key performance indicators.
- Work with key stakeholders to influence and drive continuous improvement, continually finding sustainable improvement to functionality and processes.

**Objective 3: Work Health and Safety (For Managers/Senior Officers)**

- Raising WHS awareness throughout business units.
- Facilitation of continual improvement and cultural beliefs around safety.
- Actively promote WHS and disseminate WHS information.
- Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards.
- Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards;
- Effectively communicate with regard to the WHS management system.
- Apply WHS and relevant legislation.
- Implement components of WHS management systems.
- Implement hazard identification, risk assessment and control.
- Implement incident investigation, reporting and record keeping.

**Objective 4: 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.
- 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 5: 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 qualifications in Information Systems/Computer Science with relevant experience or less formal qualifications with specialist skills and relevant experience in a similar role.
- Excellent technical knowledge of Windows Server and desktop environments including Windows server 2012, 2016,2019 and Windows 10-11 Desktop OS.
- Strong technical ability administering Microsoft Exchange Server, Powershell and SQL Server.
- Experience administering a Microsoft Hyper-V virtual environment.
- Demonstrated experience in Administering Microsoft Azure Admin Portal
- Demonstrated experience in managing M365 suits of applications
- Experience in Configuring, maintaining & supporting networking devices - i.e., routers/switches, firewalls, wireless controllers and access points.
- Demonstrated ability to work autonomously and to manage and prioritise multiple tasks in a timely and efficient manner.
- Effective communication and customer service skills to empower users and ensure a positive customer

experience.
- Experience with Backup, Archiving, Disaster Recovery and Business Continuity processes.
- Cisco CCNA Routing and Switching.
- MCSA Windows Server 2012/2016/2019 or similar.

**Desirable**

- Working knowledge of IP telephony.
- Experience with using tools to deliver a Standard Operating Environment (SOE) to the desktop.
- Experience planning and maintaining CCTV infrastructure.
- ITIL certification or similar
- Growth mindset
- Good understanding of ERP Systems
- Local Government experience.

## 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

| Chief Executive Officer Approval | |
| --- | --- |
| | |
| Signature | Date |
| **Employee** | |
| | |
| Signature | Date |