DOUGLAS SHIRE COUNCIL

This is an exciting and unique opportunity to be part of an organisation with an energetic and collaborative approach with a commitment to meeting the expectations of customers and the communities of Douglas.

Our organisation offers excellent working conditions and a range of generous employee benefits including flexible working arrangements and supports and encourages our employees with training and professional development opportunities.

Applications are hereby invited for the following position:-

Senior ICT Officer Applications

Douglas Shire Council is an Equal Opportunity employer, promoting workplace diversity and a safety culture with a smoke free environment

DEPARTMENT: Corporate and Communities

APPLICATIONS CLOSE: Wednesday 23 July 2025

Your application must consist of the following information: -

CHECKLIST

- ☑ *Cover Sheet*
- ☑ *Covering Letter addressing the three main elements under the selection criteria:*
    - ☙ *Qualifications*
    - ☙ *Knowledge, Skills and Expertise*
    - ☙ *People Oriented Skills and Attributes*
- ☑ *Copy of current resume, qualifications, and licences (relevant to the position)*

DOUGLAS SHIRE COUNCIL

Applications should be addressed to:

**Douglas Shire Council
People and Culture
PO Box 723
Mossman QLD 4873**

recruitment@douglas.qld.gov.au

DOUGLAS SHIRE COUNCIL

WITH COMPLIMENTS

INFORMATION KIT

Senior ICT Officer Applications

Position Number: 241

Closing Date: Wednesday 23 July 2025

IMPORTANT INFORMATION REGARDING YOUR APPLICATION

Please read the following information on 'How to Apply' as it will help you with the preparation of your employment application. Be sure to read the details of the Information Kit carefully.

PRE-EMPLOYMENT ASSESSMENT

Following the selection of a preferred candidate Council will require a number of further checks including reference checks, police history / criminal history checks, medical assessment and drug and alcohol test.

EMPLOYMENT ELIGIBILITY

To apply you must be a Permanent resident of Australia, Australian Citizen, New Zealand Citizen or hold the appropriate visa to work in Australia to apply

Application Process

The following information will detail the application process and provide you with the information on "how to apply".

In most cases, you no longer have to address each individual selection criteria in writing. Instead, you are asked to tailor your application to address three main elements in a covering letter and provide your resume. Please keep the covering letter brief (from two to three pages). Unless specifically requested, there is no need to write individual responses to the Selection Criteria in the Position Description.

What is required?

Using the streamlined process for short listing means your application will be assessed against the three main elements:

    i.   **Qualifications**
    ii.   **Knowledge, Skills and Expertise**
    iii.   **People Oriented Skills and Attributes**

When preparing your application, read through the **Key Duties and Responsibilities and Selection Criteria** within the Position Description and organise your information under the three headings to create your covering letter. You can use the Selection Criteria to help you identify how your knowledge, skills, experience, personal attributes and qualifications are most relevant to the position.

Qualifications

Include details of and where you attained any education, training, qualifications, tickets and licences including those you are working towards.

Knowledge, Skills and Expertise

Identify relevant knowledge, skills and work experience as it relates to this role. Your response might provide examples that give details of the nature and extent of your experience, skills, responsibilities and any notable accomplishments or achievements.

People Oriented Skills and Attributes

These are personal characteristics you possess that would make you successful in this role. For example, if you are articulate and a good listener and the role requires you to provide excellent communication skills you need to demonstrate situations where you have exhibited this and how it will be of benefit to the role.

The chairperson of the selection panel may contact you for further clarification of your application during the short-listing process.

Addressing the three main elements

When addressing the three main elements you should ensure that your responses are relevant to the position. Using bullet points with examples is a simple approach to demonstrate how you meet the requirements of the position. When using examples try keeping to the following STAR principles:

Situation - What was the situation? Start by providing an example of where and when you carried out a specific task, used a required skill or demonstrated the particular knowledge.

Task - What were the tasks involved? Write about what your role was and what you did or were responsible for such as the tasks or duties you undertook that demonstrate your skills, knowledge or ability.

Action - What actions did you take to achieve the tasks? What skills, knowledge or ability did you use, what did you do and how did you do it?

Result - What resulted from the actions you took? What did you achieve and what were the results of what you did?

DOUGLAS SHIRE COUNCIL
GENERAL CONDITIONS OF EMPLOYMENT

POSITION:　　　　　　　　Senior ICT Officer Applications

LOCATION:　　　　　　　　Mossman Administration Building

CLASSIFICATION:　　　　　Level 5 / 6

SALARY:　　　　　　　　　Salary Ranging from $98,049.53 to $112,330.29 per annum. Level on appointment will be dependent upon demonstrated competencies and experience.

AWARD:　　　　　　　　　Queensland Local Government Industry (Stream A) Award – State 2017.

LEAVE:　　　　　　　　　Five (5) weeks annual leave and fifteen (15) days sick leave per annum. Annual Leave Loading applies. A nine (9) day fortnight rostered day off system also applies.

SUPERANNUATION:　　　　Employer superannuation contributions will be made at the rate of 12% of your salary through membership of Brighter Super or a complying fund. Employees may nominate to Council superannuation contributions they would like to contribute. A medical examination may be required.

APPLICATIONS:　　　　　Applications can be submitted by:

　　　　　　　　　　　　　Addressed to:
　　　　　　　　　　　　　Private and Confidential
　　　　　　　　　　　　　Douglas Shire Council
　　　　　　　　　　　　　People and Culture
　　　　　　　　　　　　　PO Box 723
　　　　　　　　　　　　　MOSSMAN   QLD   4873

　　　　　　　　　　　　　or

　　　　　　　　　　　　　recruitment@douglas.qld.gov.au

CLOSING DATE:　　　　　**Wednesday 23 July 2025**

DOUGLAS SHIRE COUNCIL

JOB APPLICATION COVER SHEET

Position Applied for:	Senior ICT Officer Applications
Position Number	241

Mr ☐

Mrs ☐

Ms ☐

Miss ☐

Date: _____

Given Names: _____

Family Name: _____

Preferred Name: _____

Postal Address:

_____

_____

_____

Home Address:

_____

_____

_____

Telephone Numbers:

Home: _____

Work: _____

Mobile: _____

Preferred Contact Number:

_____

_____

Email:

_____

Have you previously worked for Douglas Shire Council?	☐ No ☐ Yes	Dates: _____
Are you a current employee of Douglas Shire Council?	☐ No ☐ Yes	Dates: _____

Current Employees must complete:	Employee No:	Classification Level:
Position Title:		
Department:	**Supervisor:**	

Are you currently being represented by an external recruitment agency?	☐ No ☐ Yes	Name of Agency: _____

In order for Douglas Shire Council to monitor its advertising effectiveness, could you please indicate where you located this advertisement: *(Please tick)*

☐ Douglas Shire Council website   ☐ Douglas Shire Council Facebook   ☐ Douglas Shire Council Linkedin

☐ On-line (please specify site, e.g. seek.com, CouncilJobs.com, lgjobs.com.au): ....

This section is Optional: Do you identify with any of the following groups? *(Please tick)*

☐ Aboriginal / Torres Strait Islander   ☐ Disability   ☐ English as Second Language

Applicant Consent Details (Please Tick):

☐ I consent to my application being considered for other similar positions within Council over the next 6 months and I consent to my application and personal information being forwarded to the relevant Council Officer for consideration.

NB. **By ticking this box it does not automatically mean that your application will be considered for all positions at Council. A separate application must be submitted for each vacancy.**

Applicants Signature: ....

DOUGLAS SHIRE COUNCIL

POSITION DESCRIPTION

Position Title:	Senior ICT Officer – Applications
Position Number:	241
Department:	Corporate and Communities
Unit:	Corporate and Finance
Team:	ICT
Reports To:	Team Leader ICT
Award Classification:	Level 5 / 6 Queensland Local Government Industry Award – (Stream A) State 2017 and applicable Division(s)
Hours:	Nominal 72.50 hours, nine (9) days per fortnight as per agreement. This position may be required to participate in an afterhours on-call roster as required.
Number of Direct Reports:	Nil
Pre-placement Medical:	Yes
National Police History Check:	Yes
Date Developed:	December 2023
Date Reviewed:	June 2025

Douglas Values

Champion behaviour which exhibits the following values which underpin our efforts to build a culture based on positive relationships with colleagues and the community.

Adapt	**Integrity**
Respect	**Teamwork**
Community Care & Support	

Position Objectives

The purpose and function of the position is to:

- Provide operational support and advice, in a timely and friendly manner that builds capability of business users and peers with the aim of ensuring optimal efficiency in the use of Council's ICT systems.

- Maintain a focus on applications and specifically Council's Enterprise Suite - including performing data manipulation, problem solving and report writing.

- Perform systems maintenance / administration and upgrades to Council's core ICT systems.

- Manage assigned projects, deliver project tasks and outcomes as per agreed project time scales including issue resolution.

- Contribute to the design and future planning of ICT related processes and systems.

- Participate and provide advice and input in corporate planning initiatives, projects and working groups.

Organisational Relationships

Position Reports to:	Team Leader ICT
Position Supervises:	Nil
Internal Relationships:	The incumbent contributes to the aims of Council and the ICT team, working collaboratively across all levels of the organisation providing advice and problem solving to Council's IT users and coordinating with project stakeholders.
External Relationships:	The incumbent is required to develop and maintain professional and productive relationships with IT vendors, suppliers and consultants on projects. To ensure issues are escalated to Managed Service Providers and Vendors as required. Work with IT vendors, suppliers and consultants on projects.

Qualifications and Experience

Essential:

Qualifications

- Tertiary qualifications or relevant equivalent experience in an Information Technology related discipline.

- Current Queensland driver's licence.

Knowledge, Skills & Expertise

- Experience in supporting and maintaining applications.

- Demonstrated experience working with SQL, and related tools such as DB Visualiser and Crystal Report Writer.

- Broad understanding of Financial Systems and practices.

- Demonstrated experience in solution design with an analytical approach to problem resolution.

- Demonstrated experience with:
  - Microsoft technologies; Active directory, Windows Desktop & Server OS, File & Print services.
  - Office 365 Administration
  - Networking components; Switches, Routers, Firewalls etc.
  - Server technologies
  - Computer peripherals including printers, scanners, USB devices and scanners.

- Experience in managing projects from stakeholder coordination, scoping, process change, schedules and deliverables / benefit realization.

- Demonstrated high level proficiency / experience in writing technical and process documentation.

People Oriented Skills & Attributes

- Strong customer service focus, with ability to communicate in an approachable style with staff with varying levels of computer literacy.

- Experience in and commitment to working in a collaborative team environment.

- Sound time management and problem-solving skills with the ability to undertake varying tasks and duties in a professional and logical manner.

- Demonstrated ability to explain complex processes or designs in summarised terms relevant to the audience.

- Demonstrated experience in providing support and guidance to business users including mentoring and or training support.

Desirable:

Qualifications

- Formal vendor training, Industry Certifications or experience using Microsoft server technologies, Cisco Switches / Routers, Cisco VOIP phone systems or VMware.

- Formal qualifications in a project management methodology and / or ITIL.

Knowledge, Skills & Expertise

- Experience supporting, Civica's Authority enterprise suite.

- Experience using:
    - Microsoft technologies such as: Intune, SCCM, Group policies, Teams or SharePoint.
    - VMware virtualization and Veeam Backup technologies.
    - VOIP phone systems

- Experience working in environments that practice ICT development and testing methodologies such as Change Control and other ITIL processes.

- Demonstrated experience working with a Project and / or system development methodology such as Prince/2 or PMBOK.

Key Responsibilities & Duties

Include but are not limited to:

Applications Support Focus

- Provision of timely support the Authority Suite, including creation of workflows, checklists, registers and assisting module champions with configuration changes.

- Develop reports, produce data extracts, undertake data investigations and related minor application fixes. Prepare SQL Script writing.

- Build and maintain integrations between application systems.

- Maintenance of system access / security and application of patches.

- Manage assigned projects such as overseeing new module implementations, mentoring and supporting process improvement initiatives.

General

- Ensure customer service is provided in a friendly manner with guidance and assistance that enhances customer satisfaction and engagement.

- Promote continuous improvement within the ICT environment and team.

- Undertake a range administrative and record keeping functions related to ICT functions and Assets.

- Continuously assess tasks and priorities, in order to meet deadlines / project scheduled.

- Monitor, action, update and if required escalate issues with recommendations to supervisor to ensure timely resolution.

- Ensure all work and corporate information is captured within Council's business systems, adhering to Recordkeeping policies and procedures.

- Other duties as directed by the Team Leader ICT.

Process Compliance

- Work within established ICT policies, procedures, processes and guidelines such as Incident, Request, Change and Problem Management.

Operational

- Perform routine systems maintenance and related record keeping.

- Maintain the ICT infrastructure and related assets, including the maintenance of equipment records.

- Install and configure equipment as per standards including the installation of custom applications, drivers and equipment to meet the needs of the business user.

Projects

- Manage assigned projects and ensure tasks are performed and outcomes delivered as per agreed project timelines.

- Resolve project issues and escalated issues as required to ensure optimal resolution times.

Performance Indicators

It is expected the incumbent will:

- Ensure the provision of excellent customer service to both internal and external clients.

- Provide a consistently high standard of work, demonstrating the ability to set priorities and organise duties to meet agreed timeframes.

- Actively participate to achieve an effective and efficient team.

- Contribute to a work environment based on Council's values and guiding principles.

- Demonstrate evidence of the successful and timely completion of all operational incidents and requests, considering priorities and project commitments.

- Consistently and accurately report on projects and activities as and when required in a professional and timely manner.

- Demonstrate evidence of the role being carried out in line with adopted ICT processes.