

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: -

ICT Support Officer

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

DEPARTMENT: Finance & Corporate Services

APPLICATIONS CLOSE: Friday 3 May 2024

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)**



Applications should be addressed to:

**Douglas Shire Council
Human Resources
PO Box 723
Mossman QLD 4873**

recruitment@douglas.qld.gov.au



WITH COMPLIMENTS

INFORMATION KIT

ICT Support Officer

Position Number: 284

Closing Date: Friday 3 May 2024

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 may 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

Privacy Information: Douglas Shire Council is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission, or we are required by law.

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

<u>POSITION:</u>	ICT Support Officer
<u>LOCATION:</u>	Mossman Administration Building
<u>CLASSIFICATION:</u>	Level 3 / 4
<u>SALARY:</u>	Salary ranging from \$73,791.11 to \$86,682.66 per annum. Level on appointment will be dependent upon demonstrated competencies and experience.
<u>AWARD:</u>	Queensland Local Government Industry (Steam A) Award – State 2017.
<u>LEAVE:</u>	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.
<u>SUPERANNUATION:</u>	<p>Contributions to Superannuation through membership of the Local Government Scheme or a complying fund is available on appointment at the appointee’s election, or compulsory on completion of twelve (12) months service. Contributions - employee 6% of salary, employer 12% of employee’s salary.</p> <p>Employer contributions – 11% of employee's salary if you choose not to contribute within the first twelve (12) months of employment. A medical examination may be required.</p>
<u>APPLICATIONS:</u>	<p>Applications can be submitted by:</p> <p>Addressed to: Private and Confidential Douglas Shire Council Human Resources PO Box 723 MOSSMAN QLD 4873</p> <p>or</p> <p>recruitment@douglas.qld.gov.au</p>
<u>CLOSING DATE:</u>	Friday 3 May 2024

Position Applied for:	ICT Support Officer
Position Number	284

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?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Dates: _____
Are you a current employee of Douglas Shire Council?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Dates: _____

<i>Current Employees must complete:</i>	Employee No: _____	Classification Level: _____
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Position Title: _____

Department: _____	Supervisor: _____
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Are you currently being represented by an external recruitment agency?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Name of Agency: _____
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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:

POSITION DESCRIPTION

Position Title:	ICT Support Officer
Position Number:	284
Department:	Finance & Corporate Services
Reports To:	Team Leader ICT
Award Classification:	Level 3 / 4 Queensland Local Government Industry Award (Stream A) - State 2017 and applicable Division(s).
Hours:	Nominal 72.5 hours per fortnight, nine (9) day fortnight as per agreement.
Number of Direct Reports:	Nil
Pre-placement Medical:	No
National Police History Check:	Yes
Date Developed:	September 2021
Date Reviewed:	March 2024

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.



Honesty



Trust



Fairness



Teamwork

Position Objectives

The ICT Support Officer's primary objectives are to:

- Monitor helpdesk ticket & in person help requests, to provide timely operational support, in a friendly, guiding manner, to agreed service levels and in line with escalation / reporting processes.
- Assist with:
 - The maintenance and administration of Council's ICT systems.
 - Assist projects and upgrades, as assigned and deliver tasks / outcomes as per supervisor direction. E.g. Replacement of old PCs, & mobile devices

- Senior ICT officer workload / tasks.
- Works within established processes and procedures, under general direction from supervisor or more senior ICT Officers. Able to exercise initiative in the application of work practises.

Organisational Relationships

Position Reports to:	Team Leader ICT
Position Supervises:	Nil
Internal Relationships:	<ul style="list-style-type: none"> • Work collaboratively, contributing to the aims of the ICT Team & Council. • Provides guiding advice and problem solving to Council IT users.
External Relationships:	<ul style="list-style-type: none"> • Escalates issues to Managed Service Providers / Vendors as needed

Qualifications and Experience

Essential:

Qualifications

- Minimum Certificate III in a relevant ITC; Business Administration qualification or equivalent employment experience.
- Current Queensland driver's licence.
- Knowledge, Skills & Expertise
- Thorough knowledge of computer software and hardware, in particular:
 - Microsoft Office & / or O365 suite
 - Microsoft Windows
 - iOS & / or Android
- Exposure to common computer peripherals: Printers, Scanners, USB devices, Cameras.
- Experience supporting IT systems.
- Ability to undertake tasks and duties in a logical, professional manner.
- Able to work autonomously, with limited supervision.
- Must possess a proficient level of writing skills to produce technical documentation.

People Oriented Skills & Attributes

- Strong customer service focus, with ability to talk to staff at all levels of computer literacy.
- Sound time management and problem-solving skills.
- Ability to follow instructions and a willingness to accept and carry out delegated tasks.

Desirable:

Qualifications

- Tertiary qualifications or relevant (industry) experience in an Information Technology related discipline.
- Industry certification or working towards .e.g. A++, Microsoft technologies, ITIL or Project methodology

Knowledge, Skills & Expertise

- Understanding / Experience with Microsoft Active Directory Administration.
- Experience in using Microsoft Intune, SCCM, VMware, Veeam
- Understanding and experience in the principles, practices and methodologies for ICT development and testing. E.g. Change Control.
- Knowledge of office / administrative processes, in particular accounting / finance principles.
- Experience using networking components E.g. TCP/IP, Routing, Firewalls etc.
- Experience writing procedures, Tips and “How to” documents.

People Oriented Skills & Attributes

- Demonstrated ability to establish priorities and work within timeframes.
- Demonstrated mentoring, helping or “training” experience.

Key Responsibilities & Duties

Duties and responsibilities include but are not limited to:

General

- Ensure all work and corporate information is captured within Council’s business systems, adhering to Recordkeeping policies and procedures.
- Ensure customer service is provided in a friendly, guiding / mentoring manner to enhance good business relationships and increase customer satisfaction / engagement
- Promote efficient use of ICT systems and equipment throughout Council.
- Undertake varied administrative and record keeping functions related to ICT functions / Assets.
- Continuously assess tasks /priorities in order to meet deadlines, scheduling time accordingly.
- When blockages or no progress is being made, escalate issues with recommendations to supervisor.
- Maintain an orderly storage / work area.
- Other duties as directed by the Team Leader or more senior ICT officers.

Process Compliance

- Works within the ICT policies, practices & processes
e.g. Incident, Problem, Change and Release Management.

Operational

- Perform routine systems maintenance and related record keeping under supervision.
- Maintain the ICT infrastructure and related assets, including the maintenance of equipment records.
- Install and configure equipment as per standards. Install custom applications, drivers and equipment to meet the customer’s needs.