

ICT SUPPORT OFFICER

CLASSIFICATION: Band 4

OCCUPANT: Vacant

DATE: July 2025

POSITION CONTEXT & OBJECTIVE(S):

This position is to assist in the provision of direct support of councils ICT customers in their use of ICT resources. The position will also provide support to the Information Technology unit to respond to requests relating to hardware, software and telecommunications

KEY RESPONSIBILITIES AND DUTIES:

1. Provide high quality direct services to customers of the ICT Operations of Council, which includes:
 - Friendly, Knowledgeable and efficient response to requests, enquiries and issues by staff.
 - Follow through on all commitments made to staff in relation to requests, enquiries and issues.
 - Effective referral of staff to and liaison with other staff where necessary.
 - Resolve incidents raised by the customers of the Information Technology Unit via the service desk process ensuring compliance to all applicable service level agreements.
2. Support and assist other members of the Information Technology Unit and provide support to other roles during absence and times of peak demand.
3. Support ICT equipment by performing diagnosis of faults to ensure optimum performance of all ICT devices throughout the Council.
4. Assist in the support of corporate software systems.
5. Assist in the management of Councils hardware booking system.
6. Maintain up to date documentation of software applications, hardware, systems and environments.
7. Assist with the creation of new users once trained in software operated by Council.
8. Assist in the rollout and replacement of Councils ICT fleet across the organisation.
9. The position may be rostered for out of hours ICT support work.
10. Participate in other duties and projects under the direction of the Manager.

Council is committed to creating and maintaining a child safe and child friendly city, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

KEY SELECTION CRITERIA:

Applicants should address the following in their applications

- Knowledge/Experience in proficient use of MS Office Suite and Outlook
- Practical knowledge of computer operations and experience in supporting Microsoft operating systems, telecommunications equipment and other ICT hardware
- Practical knowledge of mobile devices in particular Apple IOS.
- Knowledge, experience and understanding of an IP Networking environment
- Strong customer service skills in particular in help desk operations.
- Experience in Local Government or Large Organisation in a similar role would be desirable.
- Current Victorian Driver's License.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

ICT SUPPORT OFFICER

The incumbent must have and maintain a Working with Children Check:

☒ NO

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager Information Services
Supervises:	Nil
Internal Contacts:	All Council staff
External Contacts:	Software & Hardware vendors, contractors

RELATIVE LEGISLATION

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The ICT Support Officer is primarily responsible for assisting in the resolution Service Desk Requests both formal and informal to the branch and responding and achieving outcomes in a satisfactory timeframe.
- The position is required to liaise with staff at all levels in the organisation.
- The position is required to exercise discretion but with guidance and advice always available.
- The development of any training materials for mobile devices with assistance from superiors.

JUDGEMENT AND DECISION MAKING:

- Use judgement to solve basic problems with reference to defined policies, procedures and guidelines with scope to exercise discretion.
- Display discretion and confidentiality with internal and external customers.
- The incumbent is required to prioritise workload to achieve timely and accurate outcomes within the branch and rescheduling priorities when relevant.
- Capacities to identify important issues, potential risks and recommend solutions, to ensure Council PC's are effectively maintained.
- Guidance and advice is always available within the time required to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS:

- Knowledge and proficient use of MS 365 Office Suite.
- Knowledge and proficient use of Corporate e-mail.
- Knowledge and proficient use of Windows operating systems.
- Knowledge and proficient use of Microsoft Active Directory and Microsoft 365 Entra
- Ability to prioritise and plan workload to ensure compliance with deadlines and timeframes.
- Ability to provide base training on Corporate software & hardware.
- Ability to follow relevant procedures, practices and legislation in relation to conducted work functions.
- Ability to understand, troubleshoot and resolve software issues.
- Ability to understand Council corporate systems and associated system integration and relationships.
- Practical knowledge of computer operations and experience in supporting Microsoft operating systems and office applications, telecommunications equipment and other ICT hardware.
- Knowledge, experience and understanding of a networking IP environment.

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL

ICT SUPPORT OFFICER

- An understanding of what high level customer service represents.

MANAGEMENT SKILLS:

- Ability to work within defined timeframes.
- Ability to organise and plan work to achieve deadlines and outcomes.
- Demonstration of initiative to assist within the team and be proactive in completing tasks

INTERPERSONAL SKILLS:

- Effective verbal communication and interpersonal skills with the ability to liaise with people at all levels in an accurate and positive manner.
- Ability to gain co-operation and assistance from other employees.
- Ability to work in a team situation.
- Customer service focus and genuine desire to assist team members.
- An ability to work effectively within a busy team environment, and also to work unsupervised.
- A can-do attitude, flexible and mature approach to work tasks and a willingness to learn.

QUALIFICATIONS AND EXPERIENCE:

- Certificate III or above in Information Technology or relevant industry experience, preferably in local government.
- Experience providing a quality service desk operation and working in a support role both on the telephone and in person.
- Demonstrated practical experience in a networked computer environment.
- Knowledge and experience using Microsoft Operating Systems and Office products and a variety of PC applications.
- Current Drivers Licence for use in Victoria.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	