Position Vacant – Information Technology Officer

For full details and requirements of the role – Please refer to the Position Description

BENEFITS AND CONDITIONS

Employment will be in accordance with the Local Government Industry (Stream A) Award State – 2017 and Balonne Shire Council Certified Agreement

- Prior to appointment, the chosen applicant will need to successfully complete a Pre-Employment Medical Examination and a Criminal History check
- Salary cash component – Level 1.6 – 2.4 – $59,669 to $64,9363 per annum.
- Optional 19 day month.
- 5 weeks Annual Leave with 17.5% loading per annum
- 15 days Sick Leave per annum.
- Council offers employees the ability to salary sacrifice some expenses such as rent through a salary packaging arrangement
- Weekend and after hours work may be required at times
- Balonne Shire Council is an equal employment opportunity employer and offers a smoke free working environment
- Superannuation – Guarantee Levy (10.5%) applicable on commencement of employment. Contributions at the rate of 6% (employee) & 13% (employer) are compulsory after 12 months employment. Personal contributions are able to be salary sacrificed
- Any other terms and conditions may be negotiated with the successful applicant

HOW TO APPLY

All applications <u>must</u> include:

- A completed Application for Employment Form
- Cover letter
- Resume
- Responses to the selection criteria – found under Position Requirements in the Position Description

Applications may be submitted via email, hand delivered or post as follows:

Email: recruitment@balonne.qld.gov.au

Hand delivered: 118 Victoria Street, St George QLD

Post: PO Box 201, St George QLD 4487

Please quote Council reference – 22-23-029

For further enquiries regarding this vacancy and associated selection process, please contact Mrs Michelle Clarke on 07 4620 8888.

Note: All information submitted by an applicant for this role is subject to the Right to Information Act 2009. As a result, information submitted by all applicants may be released under the Act if requested.

APPLICATIONS CLOSE – 5pm, Tuesday **6 December 2022**

Matthew Magin
<u>**CHIEF EXECUTIVE OFFICER**</u>

Position Description – Information Technology Officer

POSITION DETAILS

DEPARTMENT:	Finance and Corporate Services
POSITION:	Information Technology Officer
REPORTS TO:	Manager Corporate Services Information Technology Coordinator
DIRECT REPORTS:	Nil
PRINCIPAL LOCATION:	118 Victoria Street, St George
POSITION PURPOSE:	The **Information Technology Officer** is responsible for the day-to-day operation of computer and peripheral equipment provide an uninterrupted computer service including servers, software and hardware.

POSITION REQUIREMENTS

TYPE	ESSENTIAL	DESIRABLE
QUALIFICATIONS	1. Cert III or IV Information Digital Media & Technology or higher, or other related field 2. Current C Class open drivers licence	
SKILLS	3. Demonstrated experience and/or qualifications 4. Ability to interpret and apply policies, procedures and legislative requirements 5. Demonstrable analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions 6. Demonstrable ability to work unsupervised, meet demanding deadlines and deliver high quality outcomes 7. Demonstrable high level customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment 8. Highly developed computer skills, including proficiency using the Microsoft Office suite; experience with Synergy Soft, Practical Computer Systems, MAGIQ and InfoCouncil would be advantageous	
EXPERIENCE	9. Minimum three (3) years' relevant professional experience, in similar positions	1. Experience in participating in or implementing a new IT project

IMMUNISATION REQUIREMENTS

The ticked boxes indicate the immunisations required for this role in accordance with the ***BAL-1044 Immunisation Procedure.***

☐ Influenza	☐ Hepatitis A	☐ Varicella (chickenpox)	☐ Pertussis (whooping cough)

Position Description – **Information Technology Officer**

☐ Tetanus	☐ Hepatitis B	☐ MMR	☐ Rabies
☐ Q Fever	☐ Other:		

POSITION KPI's

Key performance indicators for the position are developed in consultation with the employee as part of their annual performance appraisal.

AUTHORITY/DELEGATION

Works independently under general guidance, guidelines and objectives provided by the Chief Executive Officer. This position has delegated purchasing authority in accordance with **Council's Delegation Register**.

RESPONSIBILITIES

INHERENT RESPONSIBILITIES

- To work in a competent, professional, and ethical manner at all times, respecting clients and fellow workers.
- Work in a safe manner at all times and report any workplace risks.
- To comply with all Council policies, practices and procedures and fulfill Council reporting functions as required.
- Communicate all health and safety matters to supervisors where applicable.
- To be punctual and reliable
- To report problems or difficulties encountered
- Contribute to the Council with suggestions for improvement
- Monitor personal qualifications and licences to ensure currency
- All council employees are bound by the *Local Government Act 2009* to act with integrity, and in a way that shows a proper concern for the public interest. All employees are responsible for acting in accordance with the Balonne Shire Code of Conduct and relevant policies, procedures and protocols as may be applicable.
- Communicate reliably and regularly, especially when working alone.
- Be environmentally responsible by minimising wastage without compromising safety or effectiveness

KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities include but are not limited to:

Key Critical Process Responsibilities
- Day to day user base support
- System Backups
- Computer builds
- Phone systems
- Maintain documentation

Information Technology
- Provide advice and training to users on how to operate computer and peripheral equipment
- Receive internal customer service requests and respond within agreed timeframes
- Consult with internal customers to determine IT needs within agreed budgets
- Contribute to the development of the IT budget for the whole of Council
- Maintain system accesses for existing users and new user access
- Liaise with Council's software supplier regarding problems or suggestions for improvement with current software and load and test update releases of software
- Liaise with other staff regarding development and maintenance of software modules and other databases
- Load and/or install peripheral equipment with selected materials such as tapes and printer paper, toner etc
- Maintain computer network with a minimum of interruption to users
- Maintain equipment to fully functional standard and liaise with repairers/contractors regarding repairs
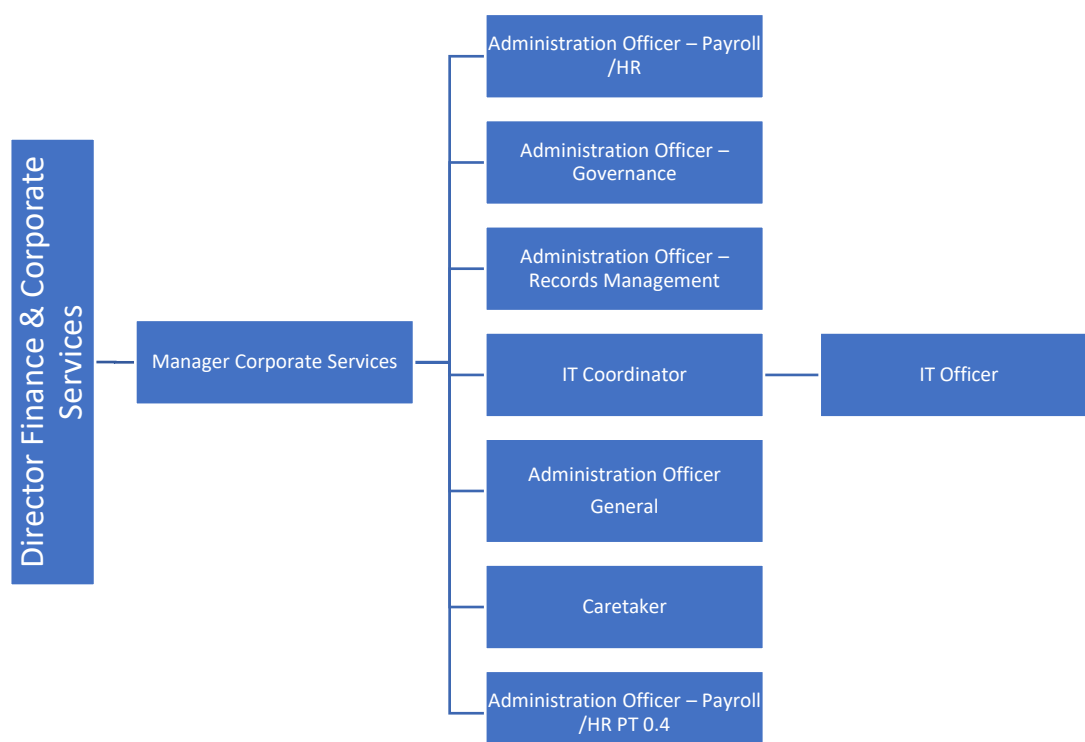- Maintain Portable and Attractive items register

Position Description – **Information Technology Officer**

- Replace IT assets in accordance with asset management plan
- Backup data on a nightly basis and ensure integrity of backup data and tapes
- Recommend changes in programs, routines, and quality control standards to improve computer operating efficiency
- Consult with supervisor about problems such as equipment performance, output quality, and maintenance schedule
- Organise and maintain mobile phones for new and existing employees
- Organise electronic building keys for new employees
- Provide assistance to the Project Manager IT for the installation of Council's new IT system and participate in testing and ongoing support to the project team
- Perform duties with a solution centric attitude within policies, procedures and budget constraints
- Perform other duties within your capabilities as directed
- Assist with various IT projects
- Document system processes and procedures
- Undertake self-learning IT centric courses related to duties

ADMINISTRATION RESPONSIBILITIES

- Provide appropriate information as requested to assist with the preparation of annual estimates of expenditure in the section, and to report to the Manager Corporate Services circumstances which may cause significant variances in actual expenditure from approved estimates as soon as identified
- Ensure that requests are investigated, acted on and reported upon in accordance with Council Policy
- Ensure that Council Policies and manuals are fully understood and adhered to
- Ensure that approved purchasing procedures are adhered to
- Keep the Manager Corporate Services appropriately and adequately informed on the current state of activities in the section and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced

ORGANISATION STRUCTURE

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                                              ┌──────────────────────────────┐
                                              │ Administration Officer –      │
                                              │ Payroll /HR                   │
                                              └──────────────────────────────┘
                                              ┌──────────────────────────────┐
                                              │ Administration Officer –      │
                                              │ Governance                    │
                                              └──────────────────────────────┘
                                              ┌──────────────────────────────┐
                                              │ Administration Officer –      │
                                              │ Records Management            │
                                              └──────────────────────────────┘
┌──────────────┐   ┌──────────────────┐      ┌──────────────────┐   ┌──────────────┐
│ Director     │   │ Manager          │      │ IT Coordinator   │───│ IT Officer   │
│ Finance &    │───│ Corporate        │──────│                  │   │              │
│ Corporate    │   │ Services         │      └──────────────────┘   └──────────────┘
│ Services     │   └──────────────────┘      ┌──────────────────────────────┐
└──────────────┘                             │ Administration Officer        │
                                              │ General                       │
                                              └──────────────────────────────┘
                                              ┌──────────────────────────────┐
                                              │ Caretaker                     │
                                              └──────────────────────────────┘
                                              ┌──────────────────────────────┐
                                              │ Administration Officer –      │
                                              │ Payroll /HR PT 0.4            │
                                              └──────────────────────────────┘
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Application for Employment

Please complete this form for **each** position being applied for. You **must** attach a resume and cover letter to your application. You may also wish to attach additional supporting documentation.

Position: Information Technology Officer	Reference Number: 22-23-029

Applicant Details

Surname:	First name:
Postal Address:	
Contact Number:	Alternate Number:
Email Address:	

Summary of Work History

Current Employer:	Commenced: / /
Location:	
Main Duties:	

Previous Employer:	Commenced: / /
Location:	Concluded: / /
Main Duties:	

Previous Employer:	Commenced: / /
Location:	Concluded: / /
Main Duties:	

Application for Employment

Licences, Certificates and Qualifications

☐ C – Car ☐ Other:

Experience

Have you ever performed in a supervisory role? ☐ **Yes** ☐ **No**

Estimated total length of experience:

☐ Less than 2 years
☐ Between 2 years and 5 years
☐ Between 5 years and 10 years
☐ More than 10 years

In which industry did you gain the majority of this experience?

☐ Rural Industry
☐ Mining Industry
☐ Road Construction / Maintenance
☐ Other Construction / Maintenance
☐ Combination of most of the above
☐ Other:

Application Questions

Do you require any special arrangements at an interview? ☐ Yes ☐ No

If yes, please provide details below: _____

Do you hold a current Queensland Driver's Licence? ☐ Yes, number:_____ ☐ No

What is your current residency status?

☐ Australian Citizen
☐ New Zealand Citizen
☐ Resident of Australia
☐ Other:

Do you have proof of Right to Work in Australia in accordance with the Department of Immigration and Citizenship guidelines? ☐ Yes ☐ No ☐ Non-citizen with a valid visa that provides work rights

Where did you find this advertisement?

☐ Seek
☐ Facebook
☐ Other social media
☐ Other:

☐ Employee referral
☐ Newspaper
☐ Council website

Referees

Please list the names of two (2) professional referees who are in a position to provide a reference about your work performance:

Reference No. 1

Name:		Contact Number:	
Organisation:		Direct Supervisor? ☐ Yes ☐ No	

Reference No. 2

Name:		Contact Number:	
Organisation:		Direct Supervisor? ☐ Yes ☐ No	

Declaration

I declare that, to the best of my knowledge, the answers to the questions in this application are correct, and I understand that, if any false or deliberately misleading information is given or any material fact suppressed, I will not be accepted for employment by Council. If such information or fact is discovered after I have been employed by Council, my employment may be terminated. I understand that I may be required to undergo a pre-employment functional assessment, criminal history check, drug and alcohol test prior to commencement of employment.

Have you attached a copy of your **resume** and **cover letter**?   ☐ Yes   ☐ No

Applicant's Name (Print): _____

Signature: _____

Date: _____/_____/_____

Thank you for your interest and for considering us as a potential employer. Balonne Shire Council is an Equal Employment Opportunity Employer.