

TENTERFIELD SHIRE COUNCIL



Position Information Package

IT Support Officer

Reference No: 1/22

Index

Item
Copy of Advertisement
Job Application Cover Sheet
Position Description (Including Selection Criteria)
Important Information for Applicants All applicants are requested to read this information

March 2022



POSITION VACANT

Applications are invited for the below position:

IT Support Officer – PV 1/22

Salary Circa: \$54,480p.a - \$62,332p.a + 10% superannuation + 9 day fortnight.

An exciting opportunity for you to **advance your career** has arisen in this recently vacated role within our Finance & Technology Section on a full time basis.

As an experienced IT professional, you will possess excellent communication and interpersonal skills, and relevant experience to assist the Manager Finance & Technology to deliver high quality IT services to Tenterfield Shire Council.

Within this role, you will liaise and maintain partnerships with internal customers, IT Management and System Suppliers, providing a consistent high level of IT services in a prompt and efficient manner, including first response help-desk support services, training, hardware and software installation and maintenance requirements.

If you are innovative and committed to progressing new initiatives and driven to provide the best service to our customers and community, we encourage you to apply.

Relevant IT/Industry experience and/or Diploma/Tertiary qualification is essential.

Tenterfield Shire offers a supportive workplace culture built around our values of "ICARE", with fantastic working conditions and a range of additional benefits to help you enjoy life in our local community, including:

- 9 day fortnight;
- 15 days accumulative annual sick leave;
- 4 weeks Annual Leave;
- Annual performance appraisals and Award increases;
- Relocation assistance (negotiable for the right applicant);
- Further learning and development opportunities;
- Access to onsite monthly counselling through our Employee Assistance Program (EAP).

Further information and details can be obtained in Council's **Position Information Package**, or by contacting Council's Manager Finance & Technology or the HR, Workforce Development & Safety Team on 02 6736 6000 (during business hours).

Applications **addressing the selection criteria** should be **emailed** to the Chief Executive at hr@tenterfield.nsw.gov.au quoting the reference number and be submitted by no later than **4.00pm, 7 April 2022**.

Tenterfield Shire Council is an Equal Opportunity Employer and proudly embraces the following values: Integrity, Community Focus, Accountability, Respect & Excellence (ICARE).

Applicants must be an Australian citizen/resident or hold a visa that allows employment in Australia.

Daryl Buckingham
Chief Executive



**TENTERFIELD SHIRE COUNCIL
JOB APPLICATION
COVER SHEET
Reference No 1/22**

Position applied for: IT Support Officer

Mr **Family Name:** _____
Mrs **Given Names:** _____
Ms **Preferred Name:** _____
Miss
Other

Postal Address:

Telephone (please ensure you can be contacted on this number during business hours i.e. 9am - 5pm)

Home: _____
Mobile: _____
Other: _____

Email: _____

Please tell us where you heard about this position _____

THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION

Address all correspondence to:

Chief Executive
Tenterfield Shire Council
Confidential: Job Ref No: 1/22 – IT Support Officer
PO Box 214
TENTERFIELD NSW 2372
hr@tenterfield.nsw.gov.au

Job Enquiries:

**Manager Finance & Technology, or
HR, Workforce Development & Safety**
Phone: (02) 6736 6000 (during business hours)
Email: hr@tenterfield.nsw.gov.au



Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Chief Corporate Officer
Section:	Finance and Technology
Position Identifier:	ITSO/V2
Classification:	Grade 8
Industrial Instrument:	Local Government (State) Award
Location:	Administration Building, 247 Rouse Street, Tenterfield.
Date position description approved	April 2021

Council overview

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

Council values

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

Primary purpose of the position

This position provides assistance of direct support to Council's staff/internal customers, IT Management and system suppliers in the use of IT resources. Providing first level helpdesk support services and assists with training, hardware and software installation and maintenance requirements.

Key accountabilities

Within the area of responsibility, this role is required to:

- Provide high quality customer service and IT support to staff/customers and clients regarding the IT Operations of Council, which includes:
 - a) Friendly, knowledgeable and efficient response to requests, enquiries and issues by staff.
 - b) Follow through on all commitments made to staff in relation to requests, enquiries and issues.
 - c) Effective referral of staff enquiries/issues to Council's external IT provider, and liaison with staff where necessary.
 - d) Resolve incidents raised by staff/customers via the service desk process ensuring compliance to all applicable service level agreements.
- Support and assist the Manager Finance & Technology, and other Service Units providing IT support during times of peak demand.
- Install and configure computer hardware operating systems and applications and replacement of Councils IT fleet across the organisation when required.
- Assist staff or customers through a series of actions, either face to face; email or over the telephone to help set up systems or resolve issues.
- Troubleshoot technical issues to resolution and/or escalate to external IT provider as required.
- Assist in ensuring system and data security is maintained at a high standard, ensuring the integrity of the Council's network is not compromised.
- Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers in a timely manner.
- Assist in the support of corporate software systems.
- Maintain up to date documentation of software applications, hardware, systems and environments.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT team.
- Maintain and develop excellent working relationships with key suppliers, conducting dealings in a professional and appropriate manner.
- Assist with ongoing development of related Council IT policies, protocols and procedures.
- Assist with the creation of new users in software operated by Council.
- Participate in other duties and projects under the direction of the Manager.
- Other duties within the scope of the position and the incumbent's skill set.

Key challenges

Provide a consistently high level of IT services and support to internal customers in a prompt and pleasant manner. Provide a similar high level of service to suppliers and Council's external IT partners.

Key internal relationships

Who	Why
Manager Finance and Technology, all other staff as required.	Service Delivery

Key external relationships

Who	Why
Council Stakeholders, ICT suppliers.	Service Delivery

Key dimensions

Decision Making

In line with approved delegations.





Reports to

Manager Finance & Technology

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none">• Initiates action on team/unit projects, issues and opportunities• Accepts and tackles demanding goals with drive and commitment• Seeks opportunities to apply and develop strengths and skills• Examines and reflects on own performance• Seeks and responds well to feedback and guidance
Personal Attributes Display Resilience and Adaptability	Intermediate	<ul style="list-style-type: none">• Adapts quickly to changed priorities and organisational settings• Welcomes new ideas and ways of working• Stays calm and focused in difficult situations• Perseveres through challenges• Offers own opinion and raises challenging issues
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none">• Maintains confidentiality of customer and organisational information• Is open, honest and consistent in words and behaviour• Takes steps to clarify ethical issues and seeks advice when unsure what to do• Helps others to understand their obligations to follow the code of conduct, legislation and policies• Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Personal Attributes Demonstrate Accountability	Intermediate	<ul style="list-style-type: none">• Follows through reliably and openly takes responsibility for own actions• Understands delegations and acts within authority level• Is vigilant about the use of safe work practices by self and others• Is alert to risks in the workplace and raises them to the appropriate level
Relationships Communicate and Engage	Intermediate	<ul style="list-style-type: none">• Focuses on key points and communicates in 'Plain English'• Clearly explains and presents ideas and technical information• Monitors own and others' non-verbal cues and adapts where necessary• Listens to others when they are speaking and asks appropriate, respectful questions• Shows sensitivity in adapting communication content and style for diverse audiences

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Contributes to a culture of respect and understanding in the organisation Creates an atmosphere of trust and mutual respect within the team Builds cooperation and overcomes barriers to sharing across teams/units Relates well to people at all levels and develops respectful working relationships across the organisation Identifies opportunities to work together with other teams/units Acts as a resource for other teams/units on complex or technical matters
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Builds a network of work contacts across the organisation Approaches negotiations in the spirit of cooperation Puts forward a valid argument using facts, knowledge and experience Asks questions to understand others' interests, needs and concerns Works with others to generate options that address the main needs and concerns of all parties
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Participates constructively in unit planning and goal setting Helps plan and allocate work tasks in line with team/project objectives Checks progress against schedules Identifies and escalates issues impacting on ability to meet schedules Provides feedback to inform future planning and work schedules
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Gathers and investigates information from a variety of sources Questions basic inconsistencies or gaps in information and raises to appropriate level Asks questions to get to the heart of the issue and define the problem clearly Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solutions

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Create and Innovate	Foundational	<ul style="list-style-type: none"> • Contributes own knowledge and ideas • Suggests improvements to the way work is done
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and team work tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Resources Finance	Foundational	<ul style="list-style-type: none"> • Shows respect for the value of public money • Calculates and records financial information accurately • Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines
Resources Assets and Tools	Intermediate	<ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill set • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Resources Procurement and Contracts	Foundational	<ul style="list-style-type: none"> • Complies with basic ordering, receipting and payment processes • Checks quotes and invoices for accuracy • Checks that invoiced fees and charges match goods or services delivered

Supplementary Information

Selection Criteria

(Applicant must address all selection criteria)

Essential:

1. Relevant IT/Industry experience and/or Diploma/Tertiary IT qualification.
2. Demonstrated understanding of IT Management.
3. Demonstrated high level of written and oral communication skills.
4. Proven high level of computer literacy skills, including a sound knowledge of Microsoft Suite, SharePoint and Database applications.
5. Demonstrated ability to work in a team environment and to develop productive working relationships.
6. Demonstrated ability to work under pressure and meet deadlines. Practical thinking, planning and problem solving skills.
7. Demonstrated ability to manage time and prioritise tasks to achieve required results.
8. Sound knowledge and understanding of EEO principles including anti-discrimination, workplace health and safety and the ability to apply these principles in the workplace.
9. Pass Police/Criminal Check.
10. NSW C class Driver's License.

Desirable:

1. Experience with any of the following: Microsoft SharePoint, Microsoft Exchange Server, Microsoft SQL Server, Active Directory, Group Policy.

General Information

Hours of work:

Full time 70 hour fortnight, hours of work are 8:30am to 5:00pm Monday to Friday with a 43 minute lunch break. Staff adhere to a nine day fortnight policy.

Some variation in work hours will be required, depending on work status including overtime requirements and variation to RDO's.

Leave entitlements:

These entitlements are in accordance with the NSW Local Government (State) Award and include four (4) weeks annual leave and fifteen (15) days sick leave per year.

Criminal Record Check:

The successful applicant will be required to undergo a Criminal Check prior to appointment to the position.

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

COVID Vaccination Status

The successful applicant will be required to provide a copy of their COVID Vaccination Certificate, or approved medical contraindication Certificate pre-employment.

Performance Evaluation:

Performance evaluation will be in accordance with Council policy.

WHS Responsibilities:

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.
- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.

Equal Employment Opportunity:

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following:-

- Merit based selection;
- The attainment of a diverse and multi skilled workforce;
- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

Smoke – Free Workplace:

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

Learning and Development:

The position incumbent must comply with essential learning and development requirements as provided for within Council's Training Plan, and other L&D initiatives designed to enhance individual performance.

Code of Conduct and Council Policies, Protocols and Procedures:

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

Council Uniform:

Administrative staff may participate in Council's Corporate Uniform Program (please discuss with HR, Workforce Development & Safety at the time of appointment).

Physical:

The incumbent must be physically able to carry out administrative tasks in an ergonomically safe and healthy manner.

Job Description:

This position description is indicative and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.



IMPORTANT INFORMATION FOR APPLICANTS

Thank you for your interest in seeking employment with Tenterfield Shire Council. Please read the following information, this will assist you in completing your application.

The recruitment, selection and appointment process of Tenterfield Shire Council is guided by Equal Employment Opportunities (EEO) legislation and practices common to all public sector organisations.

Merit is the basis of selection and is measured by how well applicants address the selection criteria listed in the **Position Description** and how they present at interview.

The Job Information Package

This package contains all the information you require to apply for the position. Please read it carefully and follow the instructions and guidance. This will assist you greatly when completing and lodging your job application.

The Position Description

Council's position descriptions describe the tasks and duties the position incumbent is required to perform to fulfil the responsibilities of the position.

It's in your best interest to read the schedule of duties to make sure you have the required knowledge, skills and experience to do the job competently.

Selection Criteria (Essential and Desirable)

The Essential Criteria must be met if you are to fulfil the responsibilities of the job. Applicants need to demonstrate that they meet the criteria and their level of competence. If you cannot demonstrate this it is unlikely you will be considered for the position.

The Desirable Criteria enhances your qualifications for the job. You may still be selected for further consideration if you do not meet any or all of these criteria, but illustrating that you do will improve your chances considerably.

It's important that you are able to detail how and why you consider yourself suitable for the position by thoroughly addressing each of the selection criteria. Each selection criterion should be responded to separately. If your application does not address each of the selection criteria your application is likely to be culled.

When addressing the selection criteria take into account the following:-

Demonstrated means that you have actually performed the activity or applied the skill in the past as opposed to having the potential to do so.

Knowledge of or the ability to rapidly acquire the knowledge of means that you already have the required knowledge or you can provide examples of past situations which have required the rapid acquisition of knowledge.

Thorough, sound or high level indicates that a more advanced level of knowledge or skill may be required.

Shortlisting and Interview

Shortlisting of job applications for positions is usually carried out on receipt of individual applications. The application is then assessed against the criteria. If the criteria is met, an interview will be offered and held with at least two (2) panel members that are staff members of Council. The applicant will be contacted by phone if an interview is offered.

Interviews are normally held at a Council facility. Face to face interviews are preferred, however, if an applicant is unavailable for a personal interview due to excessive distance or other reasonable grounds, Council will conduct a tele conference. The same interview questions and format is followed for each candidate and the interview process usually can take between 30-45 minutes.

Referees

Applicants are asked to provide contact details of a minimum of two (2) current referees. Council prefers that referee information includes the applicant's relationship to the referee, for example Supervisor/Manager.

Please note that it is the responsibility of the applicant to advise their referees that they are applying for a position and secure their permission as a point of reference for Council to make contact directly with them.

Appointment Process

The process normally takes up to a week from the time of interview to the time of advising the successful applicant.

The successful applicant is contacted by telephone at which time a verbal offer of employment is made pending a satisfactory pre-employment Medical and security check. If the applicant accepts the position, the HR team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing.

Some general points to remember when applying for a position

- Applicants are encouraged to read the Position Information Package.
- Your application should include Council's Job Application Cover Sheet, your resume (including your employment history and any qualifications) and your response to the selection criteria (essential & desirable).
- Please do not enclose original documents in your job application. Council will not be responsible for misplacing original documents.
- Please keep a copy of your application.
- Applications should be emailed and addressed to the Chief Executive.

If you require further information in relation to Council's recruitment processes, please contact HR, Workforce Development & Safety.
