

Position Description

IT Technical Support Officer

Position profile

Business Unit	Information & Technology	Position number	P10154 P10155 P10156 P10157 P10158 P10159
Department	City Performance	Status	Full Time Permanent / Part Time Permanent
Salary group		Date Endorsed	27 June 2017
Reports to	Team Leader IT Technical Support		

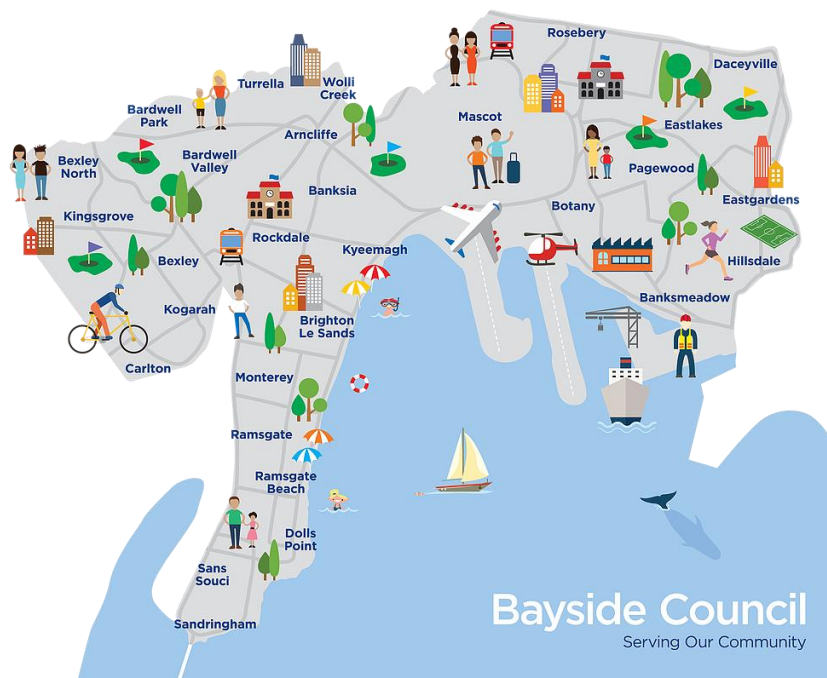
Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond – delivering an outstanding customer experience every time

Primary purpose of the role

The IT Support Officer works collaboratively as a member of a support team to assist with the provision of quality IT systems support to Council staff and other stakeholders.

The role is responsible to receive, action and resolve IT service desk enquires within service level agreements.

Key accountabilities

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

- Log, prioritise and action IT service desk enquires as well as to provide helpdesk, first, second and potentially level 3 IT and offsite support to resolve customer service requests.
- Track service requests to ensure satisfactory customer outcomes in line with service level agreements.
- Set up / decommission physical security access as required to ensure compliance with Council security and policies.
- Liaise with other IT Service Units to escalate and ensure resolution of service requests and to support optimal performance of applications or network issues.
- Maintain relevant registers and documentation to ensure accurate asset lifecycle analysis and reporting, and to maintain systems integrity and security in line with Council direction, strategy, plans and IT policy requirements.
- Assist in the management of the day to day operation of production, development and test environments to contribute to successful implementation.
- Provide regular reports to requesting managers to assist to identify issues and progress status and to inform decision making.
- Work in collaboration and assist the team, manager and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

Key challenges

- Keeping up to date on IT issues and knowledge and maintaining understanding of all Council IT software and applications to provide relevant solutions and recommendations
- Delivering IT support and resolving issues to provide a positive customer experience.

Role Dimensions

Decision Making





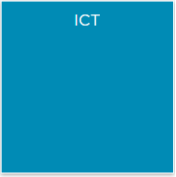
- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.
- Determine day-to-day tasks and priorities in line with agreed unit work plans.

Essential Requirements

- Tertiary or other qualifications and/or equivalent experience in a relevant field.
- Current driver's Licence class C

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
 ICT	Project Management	Foundational
	Service Management, Service Operation, Service desk and incident management	Level 3 – USUP

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Service Management, Service Operation, Service desk and incident management	Level 3 – USUP	Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.

Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	<p>Workers have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. <p>INDOOR EMPLOYEE:</p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> • Lifting/moving files, storage boxes etc, • Moving equipment for set up and storage, • Moving tables and chairs for meetings or training, • Sitting and working posture when in meetings and at the workstation.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
Records Management	Comply with Council's Records Management policies, procedures and guidelines.

Disclosures of Interest	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
Equal Employment Opportunity	Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE	
Does this position fall under the definition of child related employment?	No
Does this position require incumbent to undergo criminal reference check?	No
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	Yes
Specify licence: Current Class C Drivers Licence	
Will incumbent need to make disclosure of pecuniary interest?	Yes
Could there be a conflict of interest with secondary employment?	Yes