



ICT Services Officer

Business Unit	Corporate & Community Services
Areas of Responsibility	Information and Communication Technologies (ICT)
Team	Corporate Services
Classification	CPL EBA 6 - 7
Reporting to	Manager Corporate & Finance Services
Positions Reporting to it	0
Core Council Position	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Employment Condition	City of Port Lincoln Enterprise Bargaining Agreement 2016-2019

OUR PEOPLE Our culture

A holistic encouraging culture that values and **appreciates** each other

Diverse, **non-discriminative**, trusting, comfortable workplace

Embrace **passionate** creativity to enable a vision that is dynamic and **bold**.

Facilitate opportunity to promote continuous **improvement** and growth

Accountable leadership fostering a productive, **sustainable**, skilled and safe environment

Supporting a flexible learning culture in a professional, proactive manner.

Nurture a fun and happy team that is supportive, loyal, positive and **non-judgmental**.

Open, respectful, **constructive** communication.

Promote **compassion** and understanding

Inspired

Inclusive

Proud

Honest



Economic Growth and Vitality

A dynamic local economy that is sustainable and supported to respond to opportunities and attract new investment



Livable and Active Communities

A community supported to be healthy, active and involved



Accountable Governance and Leadership

Council values effective community advocacy and partnerships



A Clean Green Resilient Environment

An environment managed now and into the future



Sustainable Service Delivery and Productive Community Assets

A customer focused, equitable and sustainable services to the community

How does this Position contribute to our Community?

- Drives effective and efficient delivery of Councils services through information and communications technologies.

What does this Position do?

Manages and oversees Councils ICT requirements including:

- Liaise with service providers and vendors to ensure Council has a stable ICT environment
- Management and review of ICT contracts with service providers and vendors
- Day to day management of all ICT requirements and issues across multiple sites
- Server administration and user management
- Management and oversee ICT and telecommunication projects
- Management and oversee Council's telecommunication requirements
- Management and oversee Council's corporate systems including SynergySoft, Conquest, Patron Base and Workflows

Key Objectives

- Management of Council's corporate software and related products
- Management of the Council's ICT infrastructure
- Facilitate Councils end user device program within Councils budget allocation
- Be available for after hour calls as needed
- Maintenance of ICT systems during out of business hours as required
- Assisting with the development of ICT strategy for Council and its implementation
- Provide ICT service to other Eyre Peninsula Councils under a shared services agreement on an "as needed" basis
- Review of Councils ICT policy and procedures
- Maintain the security of Councils ICT environment
- Develop and maintain Councils ICT internal controls
- Support and point of contact for Elected Members with regards to their Council ICT services
- Training and support for Council employees
- Oversee and review of Council's IT Disaster Recovery Plan
- Reporting of incidents, near miss, injuries, property damage and identified hazards
- Take reasonable care to protect their own safety and the health and safety of others
- Follow reasonable instruction on health and safety and injury management
- Actively participate in training and WHS programs as required

Essential Qualifications, Experience, Knowledge & Skills

- High level of demonstrated ICT experience in a medium/large organisation
- High level of communication skills
- High level of report writing skills
- Working knowledge of the Microsoft Office suite
- Sound time management and prioritisation of workloads

Highly regarded but not essential Qualifications, Experience, Knowledge & Skills

- Experience with project management associated with ICT
- Degree in Information Technology, Cert IV in Information Technology or relevant industry certification
- Administration of Windows server environment 2008 through to Windows 2016
- Desktop operating systems and mobile devices
- Understanding of data, wireless & voice networks
- SynergySoft
- Microsoft Office Suite
- Adobe DC & InDesign
- Policy and procedure development experience

Key performance indicators

- Management of ICT portfolio within agreed budgets and timeframes
- ICT services availability
- ICT user management and implementation
- Policy and procedure reviews and implementation
- Ensure identified WHS responsibilities are being undertaken within required times

Corporate Requirements

We expect employees of the City of Port Lincoln to embrace the below principles

POLICY & PROCEDURE	Observe and adhere to Council Policies, Procedures and Best Practice Statements. Comply with Record Management requirements as per the State Records Act 1997.
WORK PLACE FLEXIBILITY	Council acknowledges that a multi-skilled workforce provides a broader range of skills which bring a greater flexibility to the work area, you may therefore be asked to comply with reasonable direction to perform duties outside of the scope of the position description. Employees are responsible for managing their leave and accrued time so that entitlements do not impact negatively on their work team.
WHS & RISK MANAGEMENT	Adhere to Council's Work Health & Safety (WHS) and Risk Management requirements including participating in the review of Policies and Procedures. Contribute to a constructive culture where safety is placed first.
RECORD KEEPING	Employees are responsible and accountable for adequately managing the corporate records they create and receive according to relevant policies, procedures and legislation, including the State Records Act.
TEAM WORK	Proactively participate in your work team and comply with the Code of Conduct for Council Employees 12.63.12.

ACKNOWLEDGEMENT

This position description has been designed to indicate the general nature and level of work performed by employees in this position and classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks and responsibilities required of employees assigned to the role.