



Date: 16 April 2024

1. Position Identification

Title:	ICT Officer				
Position Number:	PE.RE.131	Level:	7	Agreement:	Shire of Exmouth Enterprise Agreement 2017
Department:	Executive Services Organisational Development				
Section:	Communications				
Location:	Exmouth, Western Australia				

2. Reporting Relationships

Reports to:	Coordinator Communications
No of Direct Reports:	Nil

3. Value Statement

Value Statement: Embrace and promote the values of integrity, accountability, respect, and innovation.

- **Integrity**
We act with care and diligence - making decisions that are honest, impartial, timely and based on all relevant information.
- **Accountability**
We use Shire resources in a responsible and accountable manner that ensures the efficient, effective, and appropriate use of resources and information.
- **Respect**
We treat people with dignity, fairness and recognise their interests and rights.
- **Innovation**
We strive for continuous improvement, embrace change, and challenge the status quo.

4. Role Purpose

- Reporting to the Coordinator Communications, this role provides Information Communications Technology (ICT) support to administrative staff and the Council and assists in providing advice and implementing the appropriate strategic direction of Council ICT systems, including performance and processes.

5. Key Objectives

- Management of the Council's Information Communication Technology (ICT) function, which may include, but is not limited to, implementation, maintenance, and development of the Council's information and communication systems to meet the Council's emerging needs.
- Where applicable, implement and maintain the Shire's IT Policies and provide input into the IT Infrastructure Strategy.

6. Key Responsibilities

The ICT Officer is primarily responsible for:

- Assist the Coordinator Communications in the effective delivery of ICT services through sound planning and setting of priorities.
- Provide ICT helpdesk support to Council staff while establishing and portraying a professional image of the department at all times with a customer-focused 'can do' attitude. Set expectations as appropriate for the resolution of issues while demonstrating the willingness to go the 'extra mile'.
- Maintain an understanding of the relevant technology, procedures and processes used in the Communications department.
- Create and amend necessary support documentation to ensure known errors and troubleshooting guidance are recorded, assisting staff in the resolution of ICT issues and ensuring a foundation of appropriate technical knowledge is maintained.
- Maintaining physical security and good order in Data Centre and ICT working environments, ensuring all cabling is tidy and appropriately labelled and any equipment alerts or faults identified in the environment are evaluated and dealt with appropriately.
- Maintain information security through equipment data wiping, ensuring disposals are dealt with in an appropriate manner to protect against data loss, including configuration wipes of any infrastructure equipment.
- Maintain the password, user access, and change control procedures, ensuring appropriate documentation has been completed.
- Monitor trends, emerging issues and best practices within local government to provide strategic and technical advice to the Coordinator Communications and Executive Management team in the development and implementation of the Council's ICT infrastructure.
- Develop, implement, and maintain strategies, policies, and procedures for the replacement, development, and upgrade of hardware, technology acquisitions, software solutions, training, capital expenditures, and funding requirements.
- Establish procedures for access to and security and integrity of systems and information, including maintaining and co-ordinating the Shire's electronic security systems.
- Maintenance of ICT inventories and registers, including Media Library, Software Assets, Hardware Assets, Communications Lines, etc.
- Ensure that Domain Name Registrations and SSL certificates are maintained.
- Provide strategic support and advice to all sections of the Shire on how to use ICT and emerging technologies most effectively.
- Work with departmental staff to understand their data flows and operations to help identify where modern data management systems can assist with both efficiency and security (e.g. SharePoint, Microsoft Forms, Flow).
- Rollout and maintain the Shires fleet of ICT assets, inclusive of PC's, Desk and Mobile Phones, Printers, scanners, Audio/Visual peripherals, and Software Applications/Suites.

- Liaise with suppliers and contractors to achieve desired results in the delivery of services.
- Provide on-site support for internal and external stakeholders.
- Undertake research, analysis and other projects as required.
- Carry out any other duties that are within the scope and grading of the post which could also be requested.

7. Risk Management and Workplace Health and Safety

- Participate, contribute, and demonstrate personal commitment to safe practice and environmental awareness that is compliant with Duty of Care requirements under the Work Health and Safety Act 2020 and relevant regulations and guidance notes.
- Identify potential hazards and take appropriate action in accordance with policies and procedures.
- Maintain a high standard of efficiency, safety, and effectiveness.

8. Qualifications and Work Experience

Mandatory Requirements

- Valid Australian Work Rights.
- Current National Police Clearance.

Essential

- Tertiary qualification in Information Technology or demonstrated experience.
- In-depth knowledge of Microsoft server systems and various network solutions as deployed in an enterprise environment.
- Highly developed practical knowledge of Microsoft desktop operating systems and Microsoft Office as deployed in an enterprise environment.
- Highly developed practical knowledge of Active Directory and Group Policy.
- Highly developed analytical and problem solving skills with the ability to research issues, interpret, and analyse information.
- Demonstrated expertise in troubleshooting hardware issues.
- Demonstrated expertise in troubleshooting software issues.
- Demonstrated appreciation of the provision of excellent customer service.
- Demonstrated time management and prioritisation skills.

Desirable

- Knowledge of local government operations and legislation.
- Experience in negotiation of supply services and agreements with Information Technology & Communications contractors and suppliers.
- Practical knowledge of Microsoft SQL Server.
- Familiarity with ITIL or similar methodologies.