

POSITION DESCRIPTION

ICT Senior Support Officer

Classification:	Level 5
Agreement:	The Shire of Broome Inside Staff Enterprise Agreement
Department:	Information Services
Directorate:	Corporate Services
Location:	Administration Office
Date reviewed:	January 2024
Approved by:	Director Corporate Services

Commitment to the Shire

Our Vision for the Shire of Broome

A future, for everyone.

Our Aspirations

To achieve our vision, we have four supporting aspirations. Our aspirations align with our core pillars – people, place, prosperity and performance. These pillars are interrelated, and each must be satisfied to deliver excellent quality of life in Broome.

<i>People</i>	We will continue to enjoy Broome-time, our special way of life. It's laid-back but bursting with energy, inclusive, safe and healthy, for everyone.
<i>Place</i>	We will grow and develop responsibly, caring for our natural, cultural and built heritage, for everyone.
<i>Prosperity</i>	Together, we will build a strong, diversified and growing economy with work opportunities, for everyone.
<i>Performance</i>	We will deliver excellent governance, service and value, for everyone.

Our Values

We live by Broome's PEARLS. These are the values and behaviours that the Shire of Broome and the local community cares deeply about. We always strive to be:

<i>Proactive for Everyone</i>	Proactive, forward thinking, open-minded and innovative. for Everyone; inclusive and welcoming of all people.
<i>Accountable</i>	Accountable, transparent and ethical.
<i>Respectful</i>	Respectful of everyone and everything.
<i>Listening</i>	Listening to people's needs and ideas; community focused.
<i>Sustainable</i>	Sustainable, aiming to meet present needs without compromising the ability for future generations to meet their needs.

Position Purposes and Objectives

The Information Communication and Technology (ICT) Senior Support Officer responsible for providing professional and responsive information technology (ICT) support services to the organisation under the direction of the ICT Coordinator and Manager Information Services.

Position Key Responsibilities and Duties

Corporate / Organisational:

- Assist with the maintenance, support and development of ICT services ensuring the needs of Shire employees and relevant business partners are met. This includes onsite hardware service requests and break fix activities.
- Responsible for assisting and mentoring in the daily operations of the help desk function including technical support for escalated requests from help desk staff.
- Assist in the design and maintenance of operating environments for server/desktop environments including installation of new or replacement computer hardware and peripherals as required.
- Design and implement solutions for continuous improvement of Helpdesk and Server support tasks including automation of processes and tasks.
- Responsible for the management and administration of ICT assets including the development and maintenance of asset registers and the control of system audits.
- Manage and monitor Council's ICT infrastructure under the direction of the Manager Information Services, ensuring that capacity, functionality and performance effectively support organisational requirements.
- Manage and monitor Council's telephony, messaging and communication systems under the direction of the Manager Information Services.
- Assists in the management and maintenance of the Council's internal and external CCTV infrastructure.
- Assist in the management and administration of Council's Business Systems including email, database infrastructure and ERP systems
- Manage and maintain the Councils ICT platforms including both on prem and off prem cloud platforms and ensure alignment to best practices and security guidelines.
- Provide advice and support to the Manager Information Services on any upgrade, enhancement or development issues.
- Responsible for identifying and resolving user training requirements through the preparation and implementation of ICT induction and training schemes, and the development of an ICT knowledgebase.
- Maintain effective security measures in relation to network systems and corporate data including maintenance of security products.
- Assist with maintaining and testing of backup, disaster recovery and business continuity strategies, policies, procedures and processes.
- Undertake procurement activities in line with Council budget within the scope of Expenditure Authorisation Limits Policy and Purchasing Policy.
- Undertake other reasonable duties as required within the scope and level of this position as directed by the ICT Coordinator and Manager Information Services.

Organisational Responsibilities

Human Resource Management

- When required relieve positions within the department during periods of absences.
- Work to foster a cooperative and harmonious team environment through effective communication and relationship building skills.
- Ensure Annual Performance Reviews are completed on time and within the bounds of Shire Performance Review Policy.

Work Health & Safety

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current WHS Acts, regulations and code of practice.
- Demonstrate safety leadership as a priority and seek guidance for all new or modified work practices.
- Not willfully place at risk the health or safety of any person in the workplace.
- Complete safety observation's and ensure that any hazardous conditions, near misses and injuries are reported immediately and closed out in a timely manner
- Participate in incident investigations

Compliance:

- Ensure compliance with relevant legislation, policies and procedures.
- Ensure all documentation is appropriately recorded and stored.
- Ensure compliance with software license requirements.
- Ensure compliance with the *State Records Act 2000* by ensuring corporate documents are recorded in the Shire's Record Management System.
- Carry out duties in accordance with the Shire's Code of Conduct, relevant legislation, policies, procedures and guidelines.

Organisational:

- To develop and review policies and procedures.
- To review and update or implement system improvements.
- To contribute to the efficient and effective delivery of Council services.

Organisational Relationship/Context

Reports to:	ICT Coordinator Manager Information Services
Internal Contacts:	Information Services Staff Chief Executive Officer and Directors Management Coordination Group All staff as required
External Contacts:	Councillors Business and professional groups Vendors and suppliers Government agencies Other local governments
Performance Review:	Probation period – first three months of employment Performance Appraisal conducted annually with mid-year review

Key Selection Criteria

Essential:

- Experience assisting end users in a formal helpdesk environment, supporting complex enterprise applications and underlying infrastructure.
- Comprehensive knowledge of Microsoft Windows desktop environments.
- Comprehensive knowledge of Microsoft Office 365 environment.
- Experience delivering end user IT support and training.
- Experience working within an IP based network environment.
- Experience with management, maintenance and deployment of Server, Storage, Windows Server operating systems and technologies including Cloud (M365, Azure)
- Experience with management of current Data backup, replication and restore procedures.
- Experience Cyber security maturity protocols and implementing remediation activities.

Qualifications and/or Training:

- Relevant certificate qualifications in IT or a related discipline, or current studies encompassing the principles of IT.
- Microsoft certifications in the areas of; MCSE or M365, MS Azure Administration platforms.
- Networking Certifications in the area of, CCNA or Cisco, HP or Meraki platforms.
- Virtualisation Certifications in the area of; VCP or VmWare, Microsoft Hyper V platforms.

Desirable:

- Certification or studies in Cyber security maturity is advantageous.
- Previous relevant Local Government or Public Sector experience.
- Knowledge of GIS systems.
- IT Vision SynergySoft / Altus software.
- Current unrestricted "C" class national driver's licence.

Please note: it is a requirement of all Shire roles that the successful applicant is able to provide a National Police Clearance valid within three months, as well as submit to a drug and alcohol test as part of pre-employment screening.