Position Description
ICT Technical Officer

Position Title:	ICT Technical Officer	**Directorate:**	Community & Corporate Services
Position Number:	100350	**Department:**	ICT
Employment Status:	Full-Time	**Section:**	Indoor Employee
Employment Type:	Permanent	**Location:**	374 Main Road, Glenorchy
Classification:	Grade 3		
Reports to:	ICT Service Desk Team Leader		

PRIMARY PURPOSE:

The primary purpose of the ICT Technical Officer is to deliver timely, accurate, and customer-focused support to Council employees and stakeholders. The role is responsible for resolving day-to-day ICT issues, maintaining high-quality service records, and supporting the effective operation of the ICT Team.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. **Internal:**
   - The **ICT Technical Officer** reports to the **ICT Service Desk Team Leader** for all operational and management matters.
   - The role is a key contributor to the ICT Team and will liaise with Chief Executive Officer, Directors, Managers and all other employees of Council.

2. **External:**
   - The role will liaise with external stakeholders such as industry suppliers and service providers for information goods and services as required.

Our Values

WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Lisening and being listened to matters

WE ARE TRUSTED

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

TOGETHER WE ARE BETTER

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

WE DELIVER

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We RESPECT others and their viewpoints as being as important as our own

We trust and are TRUSTED by each other

We know that by working TOGETHER we acheive better outcomes

We take personal responsibility, and together we DELIVER for our community

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices,
- Supporting fair and equitable access to employment, promotion, training, and personal development,
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

Accountabilities And Responsibilities

Operational	**Service Delivery & Customer Support** - Provide prompt and effective technical triage, resolution, and escalation of ICT requests and incidents from Council staff and external stakeholders. - Assist new staff with system, application, and hardware setup, including basic training and guidance on ICT resources. - Ensure thorough, accurate, and consistent data entry for all service desk cases. - Contribute to the development and maintenance of ICT knowledge resources through documentation, validation, and feedback. - Communicate and coordinate effectively with ICT team members to support service continuity and improvement. **Account, Access & Security Management** - Create, modify, and terminate user accounts in systems such as O365 Admin, Active Directory, and TechOne. - Provide basic security support including MFA assistance, password management, and access troubleshooting. - Set up and manage security access cards. - Fulfil requests for creation or updates to O365 resources such as SharePoint, Teams, and Exchange. **Hardware, Software & Asset Management** - Set up, assign, and manage ICT equipment including stock monitoring and processing warranty claims. - Install approved software via packaged deployment, remote tools, or manual installation. - Allocate application licences and monitor licence pools.

	▪ Maintain ICT storage areas and server rooms to ensure they remain safe, organised, and compliant.
Team Work & Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	▪ Promote the positive image of Council as a whole. ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Implement, evaluate and continuously improve quality systems and processes for the section.
Organisational Responsibilities	▪ Undertake all activities in accordance with GCC's code of conduct, values, policies, procedures, and relevant legislation. ▪ Represent the Council in a professional and positive manner when engaging with internal and external stakeholders. ▪ Take reasonable care for your own health and safety and that of others who may be affected by your actions or omissions. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Follow Council policies, procedures, and relevant legislation, and promptly escalate any compliance concerns to the appropriate team. ▪ Participate in professional development and training activities and maintain up-do-date certifications and complete all mandatory compliance and training requirements. ▪ Ability to work from any Council location. ▪ May be asked to perform other duties aligned with skills and experience. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.
Safety & Compliance	▪ Follow established IT policies and procedures and promptly report any compliance or security concerns to management. ▪ Support planning activities to align with compliance, safety, and regulatory obligations. ▪ Perform all responsibilities in accordance with GCC policies, directives, procedures, and relevant legislative requirements, maintaining a strong focus on safety and compliance.

	• Maintain accurate and up-to-date records in line with GCC's document management policies and recordkeeping standards.

Key Selection Criteria	
Desirable	• Certificate IV in Information Technology • Knowledge documentation/management experience • Knowledge of audio-visual technologies • Experience with Microsoft 365 administration • Experience with PowerShell
Licences	• Drivers Licence
Skills and Experience	• Experience in an ITIL based Service Desk (2+ years) • Excellent oral, listening and written English language skills. • Excellent incident analysis and prioritisation skills with the demonstrated ability to solve problems in a timely and efficient manner with minimal supervision. • Excellent customer service and interpersonal skills, demonstrating professionalism, empathy and emotional intelligence with all levels of employees, stakeholders and team members.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements, I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		**Date:**	