

Position:	IT Support Officer
Agreement:	Surf Coast Shire Council Enterprise Agreement 2025 – 2028
Award Classification:	Band 5
Division:	Strategy and Effectiveness
Department:	Technology and Information
Team:	Information Technology
Date Reviewed:	September 2026
Approved By:	Manager Technology and Information
Current Incumbent:	VACANT

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

We set clear expectations
We are accountable for our actions
We get things done

We See Opportunity

We look for better ways
We are open minded
We learn from our experiences

We Work Together

We value strengths and differences
We seek to work with others
We help people to succeed

We Make a Difference

We proudly represent Surf Coast Shire Council
We act with the future in mind
We go the extra mile

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

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Position description

Introduction of the work of the team

The Information Technology Team forms part of the Technology and Information Department, alongside the Digital Transformation and Records Management teams.

The team is responsible for delivering high-quality, reliable, and customer-focused information technology and telecommunications services that support Council operations across all business areas. This includes the management and support of Council's infrastructure, networks, devices, applications, cyber security, and service desk functions.

Through the provision of effective technology solutions, systems, and support, the team enables Council to operate efficiently, securely, and collaboratively while enhancing its ability to deliver responsive and high-quality services to the community.

POSITION OBJECTIVES

- Assist in the efficient and effective operation of the Council IT systems and facilities.
- Provide first and second level technical support for GIS and Information Technology for the Surf Coast Shire.
- The role will support the Information Technology team and business partners to implement and support solutions for the rapid transformation to an integrated digital environment.

ORGANISATIONAL RELATIONSHIPS

Reports to: Coordinator Information Technology

Supervises: N/A

Internal Relationships: All employees and Councillors

External Relationships: Consultants, Contractors, Suppliers, other IT professionals, other Council staff

KEY RESPONSIBILITIES

- Assist GIS, IT Support and IT Application Support teams with requests and ensure they are completed within agreed service timeframes.
- IT hardware and device issues are managed in a timely manner.
- Support the ICT Helpdesk team in providing prompt and efficient service to the organisation.
- Assist in the development and review of standard guidelines and user operating and technical support procedures for information systems.
- Assist IT staff with IT-related inquiries, including device issues, user account issues and software application assistance.
- Information Technology systems and software applications are available to users during core business hours.
- Assist Application Support staff as required for the provision of application support tasks.
- Assist IT staff to ensure all software applications, hardware and devices are supported for internal and external users.
- Assist GIS Coordinator with GIS-related inquiries, including GIS Support Requests, GIS Mapping Extracts and GIS software assistance.
- Produce GIS mapping extract requests by users and external parties in a timely manner.

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ACCOUNTABILITY & EXTENT OF AUTHORITY

- Accountable to the Information Technology Coordinator for carrying out duties and responsibilities as directed to ensure a high level of service efficiency and user satisfaction.
- Exercise discretion to ensure efficient and effective support to all users at all sites.
- Recommend actions concerning system issues and/or improvements.
- Accountable for the achievement of agreed performance objectives/targets.

JUDGEMENT AND DECISION MAKING

- Exercise judgment in prioritising the workload undertaken and be responsible for managing time accordingly.
- Ability to make decisions on the day-to-day operation of all areas within Information Technology Unit, as well developing solutions to problems that affect the team.
- Proficient problem-solving skills, adapting previous experience, using guidelines, technical knowledge and guidance usually available from management.
- Analyse and recommend software and data collection requirements to senior management for consideration.
- Learn relevant business processes and be capable of recognising and advising on appropriate data flows, criticality and dependencies.

SPECIALIST SKILLS AND KNOWLEDGE

- Proficient technical and practical skills in IT services and facilities.
- Knowledge of PC based hardware and software applications and protocols.
- A good knowledge of IT networks, security issues and relational database technology.
- Prior experience with Geographic Information Systems (GIS), Spectrum Spatial Analyst (SSA), preferred.
- Prior experience with Global Positioning Systems (GPS).
- Proficient troubleshooting skills.
- Ability to apply knowledge of IT systems.
- Knowledge of Microsoft software and operating systems.
- Understanding the principles of Application Software distribution.
- Work with business partners, IT staff and third party vendors in evaluating and implementing new and improved technologies.
- Knowledge in cloud based applications, protocols and content management systems.

MANAGEMENT SKILLS

- Self-motivation and the ability to prioritise own work and meet deadlines.
- Provide education in the use of computer systems to staff in the organisation.
- Analyse data and prepare routine correspondence and reports.
- Anticipate problems and able to suggest alternatives.
- Ability to work independently, able to acquire and manage own workload.
- Guidance and advice is available within the Unit.

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Position description

INTERPERSONAL SKILLS

- Well-developed written and verbal communication skills.
- Ability to listen to and understand other points of view.
- Ability to engage with a broad range of people with significantly varying technical and interpersonal competencies.

KEY SELECTION CRITERIA

Qualifications and Experience

- Certificate IV in Information Technology or at least 5 years of experience in a similar role.
- Experience with a range of Information Technology networks and systems.
- The capacity and eagerness to further increase IT support skills and knowledge through continual personal development.
- Demonstration of lifelong learning, including completion of relevant qualifications or specialist systems and certificates.
- Has Microsoft 365 / GIS system experience.
- Appreciation of cloud-based technologies.
- Knowledge in the Authority Local Government application.
- Experience in local government or a large organisation.
- Working knowledge of MS 365, Salesforce, GIS Systems.
- Excellent math skills.

Other requirements

- You have the Right to live and work in Australia.
- A current Working with Children Check (WWCC). All positions within Council are required to have a current WWCC. All prospective employees cannot commence work with Council until they have a valid WWCC.
- Police Check results that are suitable for this position. All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

ORGANISATIONAL RESPONSIBILITIES

Child Safe Standards	Surf Coast Shire Council is committed to being a Child Safe Organisation where children and young people are protected, respected, and encouraged to reach their full potential. The Victorian Child Safe Standards are embedded across the organisation, our policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Staff are expected to have and maintain a commitment to child safety, equity, inclusion and cultural safety.
Equal Opportunity	Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.
Fraud and Corruption	To ensure Council's Fraud & Corruption policy and program are consistently observed and complied with, it is essential to apply sound fraud and corruption management practices within the workplace and community. Maintaining awareness through relevant training is crucial for all staff to meet their obligations and responsibilities related to fraud and corruption. Participation in the organisation's Fraud & Corruption training is a requirement to uphold these standards.
Record Keeping	Staff are required by legislation and internal policies to create full and accurate records that document official business activities of council.
Right to disconnect	In accordance with the new Australian right to disconnect legislation, this role acknowledges the importance of work-life balance and the employee's right to disconnect from work outside of regular working hours. However, and in addition to any obligations listed above, there may be occasional requirements to be available to take calls after hours or on weekends to address urgent matters or critical issues that arise.
Risk Management and Workplace Health & Safety	Ensure that work practices are conducted in line with Council's Workplace Health and Safety and Risk management policies, practices and relevant legislation. Observe safe work processes in accordance with training and instruction reporting any risks, hazards and incidents in a timely manner using the correct channels of communication.
Business Continuity and Emergency Management	All roles support business continuity and emergency management through participation in planning, training, and response activities relevant to their function.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.