POSITION DESCRIPTION

Position:	**Information Technology Officer - Service Desk** **Permanent Full-Time** **Authority position number 013D5.2**
Enterprise Agreement Classification:	**Banding Level 4** **(Colac Otway Shire Council Enterprise Agreement No. 10, 2025)**
Division:	**Corporate Services**
Department:	**Information Services**
Reports to:	**Coordinator Information Services**
Approved By:	**General Manager Corporate Services**
Date Approved:	**October 2026**

Colac Otway Shire Council strives to be a values-based organisation. Our values were developed by our people. They guide our behaviours, our approach to our work and to each other.

Our Values

- We are *supportive*, *inclusive* and *respectful*
- We take a *positive* approach to our work
- We commit to *safe work* practices
- We are *accountable* and *proactive*
- We act with *integrity*
- We *communicate* effectively
- We are *flexible* and *progressive*

Position Objectives

- Provide assistance as first line support for the Colac Otway Shire Council information and telecommunication systems to ensure they meet the organisation/client requirements.
- Assist with implementation and maintenance of application software systems, updates and patches that support Colac Otway Shire Council's business processes.



PART A	
Key Responsibilities	**Expected Outcomes**
Core Information Technology activities • Manage service desk requests, specifically relating to the Information Technology (IT) level 1 and 2 support activities to ensure all internal requests for support and services are handled with appropriate urgency and in accordance with agreed timeframes. • Assist and train internal staff to ensure they have the knowledge and confidence to utilise systems. • Maintain software and hardware. • Maintain develop and review standard guidelines and user operating and technical support procedures. • Assist with procurement of hardware and consumables. • Maintain the equipment and software asset register. • Support installation of application software systems and relevant upgrades and conduct appropriate testing to ensure that software is operating within specification. • Work cooperatively with external vendors to escalate technical issues. • Perform other duties and responsibilities reasonably within the capabilities of the position.	• To support the IT service desk team in providing prompt and efficient service to the organisation. • Customer Service is provided in a courteous and professional manner. • That IT equipment and software are maintained in accordance as per Council's policy and expectations.

PART B
Classification Criteria
Accountability and Extent of Authority • Ensure that the key application software systems are functioning within specification and are allowing end users to work without disruption. • Ensure that computer hardware and systems are functioning within parameters. • Operate within specific guidelines and under general supervision. **Judgement and Decision Making** • Decisions are evidence based and provide a high level of service and support in a timely manner to ensure that staff have appropriate tools to assist them in performing their duties. • Required to use own judgement and initiative that is consistent with the position objective. • Guidance and advice is available at all times from senior staff. • Ability to make recommendations on changes to process and procedural matters within the unit. • Required to understand and implement documented procedures. • Excellent problem-solving skills are required.



PART B

Classification Criteria

Specialist Skills and Knowledge

- Good knowledge of IT systems and operating systems.
- Good knowledge of the Microsoft 365 suite.
- Well-developed problem solving and interpersonal skills.
- Knowledge of communication and networking technology.

Management Skills

- Ability to plan and prioritise workload, along with the ability to adapt to changing priorities.
- Ability to meet competing priorities with a flexible and adaptable approach.
- Demonstrated ability to participate as a team member.

Interpersonal Skills

- Customer focused i.e. willingness to work with end users in a collaborative way to understand and resolve their problems.
- A high level of communication skills.
- Team orientated, willing to undertake activities not directly related to the position.
- Ability to discuss and resolve problems.
- Ability to work cooperatively with both vendors and staff.

Qualifications and Experience

- An appropriate tertiary qualification in information technology or demonstrated experience in a similar role.
- Knowledge and understanding of the principals of supporting application systems.
- Knowledge and understanding of networking and communications environment.
- ITIL V5 Foundation
- Knowledge of and understanding of Active Directory and Group Policy.
- Current Drivers licence.

Special Characteristics

- This position may involve out of hours work at times. In recognition of this, time in lieu can be negotiated with the Coordinator Information Services.

PART C

Standard Organisational Responsibilities

Customer Service

- Promote and enforce Council's policy of excellence in customer service;
- Provide appropriate customer services to our customers in a prompt and engaging manner via social media or web updates;
- Maintain the highest ethical standards and confidentiality in dealing with data, our customers and each other.

PART C

Standard Organisational Responsibilities

Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace;
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice;
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice;
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.
- Enforce Council's OH&S and Risk procedures with contractors and consultants.

Human Resources

- Identify training and development needs through Appraisal System for yourself and any staff you directly supervise, and participate in corporate training;
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs;
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

Information Management

- Ensure accurate and prompt registration of all customer requests within the request system, action and respond to assigned requests within a prescribed timeframe and according to Colac Otway Shire Performance Standards;
- Ensure effective use of relevant application software systems (appropriate level of training provided).
- Make and keep accurate and complete records of business activities, including email.
- Ensure the quality and accuracy of data used or enter into Content Manager.
- Understand records management obligations and responsibilities.
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

Organisational Development & Business Improvement

- Promote Council Values and participate in ongoing business improvement initiatives to continuously improve Council's systems and processes.
- Actively contribute ideas and suggestions which promotes a culture of innovative thinking.
- Participate in the development and monitoring of Unit Business Plan objectives as appropriate.
- Participate in the Employee Alignment and Engagement Survey as requested.
- Comply with the Colac Otway Shire Customer Performance Standards.

Emergency Management / Business Continuity

- As part of the duties associated with this position, the incumbent may be requested to assist Colac Otway Shire Council in responding to a crisis situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.
- This may involve temporarily working in a different work location within the Shire undertaking different tasks. Priorities of Council will shift during a crisis event, and as such, Officers may find themselves engaged in work activities that differ from the key responsibility areas that are outlined in their Position Descriptions.
- Staff will not be seconded into roles that are beyond their existing skill sets.



PART C	
Standard Organisational Responsibilities	
Child Safety • Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures. • Promote the cultural safety, participation and empowerment of children including Aboriginal, culturally and/or linguistically diverse children, and children with a disability. • Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safe policy.	

Key Selection Criteria

- Understanding of providing service desk and technical IT support.
- Knowledge and understanding of some or all of the following:
  - Desktop PC, Laptop and tablet technologies
  - Computer operating systems
  - Mobile technologies
  - Voice over IP (VOIP) telephone systems,
  - Virtualisation technologies,
  - Cyber security principles
  - Microsoft 365
- Understanding of supporting software applications.
- ITIL Foundation certification, or demonstrated understanding of IT service management principles, is desirable
- Ability to assist with the installation of software upgrades and to undertake satisfactory testing procedures.
- Team orientated with sound communication skills.
- Demonstrated initiative and a willingness to learn.
- Demonstrated ability to deliver responsive, courteous and customer-focused IT support, including the understanding user needs.

Employee and Employer Agreement

We agree that the above is an accurate reflection of the duties and responsibilities of the position.

…… Dated: ___/___/___

Employee

…… Dated: ___/___/___

Direct Supervisor