



POSITION DESCRIPTION

PART 1 – POSITION DETAILS

Position Title:	Information & Communication Technology Coordinator (ICT Coordinator)
Classification Level:	QLGIA (Stream A) – Division 2, Section 1 - Level 6.1
Industrial Instruments:	Torres Shire Council Certified Agreement 2022
Date prepared/ Updated:	July 2026
Position Purpose:	The ICT Coordinator: • provides practical, day-to-day Information and Communication Technology support across Torres Shire Council • assists with the operation, maintenance and support of Council's computers, networks, software applications, telecommunications equipment and related ICT services • provides first -level technical assistance to Council employees • coordinates more complex technical matters with Council's managed service provider, Fourier Technologies Pty Ltd, and • supports the secure, reliable and efficient operation of Council's ICT environment in accordance with Council policies, procedures and approved service arrangements.
Reports To (Position Title):	The Director Corporate & Community Services
Roles Reporting to This:	ICT Officer Horn Island
Key Relationships/ Interactions:	Internal • Chief Executive Officer • Director Corporate & Community Services • Managers and staff across all departments • Human Resources (onboarding/offboarding coordination) • Finance & Procurement staff • Records & Governance staff External • Council's managed service provider, Fourier Technologies Pty Ltd • Telecommunications providers • Software and hardware suppliers • ICT contractors and technical support providers
Decision Making Authority:	• Performs duties within approved Council policies, procedures and delegated authority. • Resolves routine ICT support and operational matters. • Refers significant ICT risks, expenditure, contractual matters and policy decisions to the appropriate supervisor. • Escalates complex technical issues to Fourier Technologies Pty Ltd or other approved service providers. • Provides practical technical information and recommendations to supervisors.

**PART 2 – KEY RESPONSIBILITIES**

Key Result Areas	
Core Responsibilities	ICT Operations and Infrastructure Support • Provide first ICT support to Council employees. • Coordinate first ICT support and training to Horn Island staff through Horn Island ICT Officer • Troubleshoot computer hardware, software, printing, network, email, internet and application issues. • Record, update and coordinate ICT support requests. • Resolve routine support matters within the position’s knowledge and authority. • Escalate second and third level issues to Fourier Technologies Pty Ltd or the relevant supplier. • Coordinate communication between Council employees and external technical providers. • Provide employees with updates regarding the progress of ICT support requests. • Assist in minimising disruption to Council operations during ICT incidents. • Prepare and distribute approved notices regarding outages, maintenance and system availability. Employee Onboarding, Offboarding and System Access • Coordinate ICT onboarding and offboarding activities with Human Resources and external parties. • Configure computers, mobile devices and other equipment for new employees. • Coordinate access permissions approved by the relevant director or delegated officer • Coordinate the offboarding of accounts and access for departing employees when authorised. • Coordinate mailbox conversion, email forwarding and shared mailbox access where approved. • Maintain accurate records of employee accounts, access permissions and issued equipment. • Conduct routine access checks as directed with the assistance of the MSP • Report inappropriate, excessive or unauthorised access to the appropriate supervisor. Mobile Phones and Telecommunications • Prepare, configure and issue approved Council mobile phones and mobile devices. • Assist employees with mobile phone, email and application setup. • Apply approved mobile device security settings.



- Maintain records of Council mobile phones, SIM cards, tablets and telecommunications equipment.
- Assist with mobile phone faults, service issues and replacement requests.
- Liaise with telecommunications providers regarding routine service requests and faults.
- Monitor telecommunications usage and report unusual usage or potential cost concerns.
- Assist with the collection and return of mobile devices from departing employees.
- Undertake routine testing of satellite phones in readiness for any disaster coordination requirements

ICT Assets and Equipment

- Maintain Council's ICT asset registers.
- Record the issue, return, transfer and disposal of ICT equipment.
- Apply asset identification labels where required.
- Assist with stock takes and equipment audits.
- Maintain ICT asset lifecycle with the MSP
- Identify equipment requiring repair or replacement.
- Prepare annual equipment replacement requirements for consideration in the ICT Budget
- Ensure obsolete equipment and electronic data are disposed of through approved processes.

Service Provider and Supplier Coordination

- Act as an operational contact between Council employees and Fourier Technologies Pty Ltd.
- Log and escalate support requests with Fourier Technologies Pty Ltd and other approved providers.
- Provide providers with the information required to investigate technical issues.
- Coordinate approved onsite visits and remote support sessions.
- Monitor outstanding service requests and follow up delays.
- Check that completed work has addressed the reported issue.
- Report recurring service issues or service concerns to the appropriate supervisor.
- Assist with obtaining quotations and technical product information.
- Refer contractual, performance, procurement and service-level decisions to the appropriate supervisor.

Cybersecurity and Information Protection

- Follow Council's cybersecurity, privacy, records management and acceptable-use requirements.
- Assist with user access controls, password resets and multifactor authentication.
- Monitor and report suspected phishing emails, malware, unauthorised access and cybersecurity incidents.



- Assist Fourier Technologies Pty Ltd and other authorised providers with incident investigation and response.
- Assist with cybersecurity awareness information and employee guidance.
- Maintain confidentiality when accessing Council systems and employee information.
- Immediately report significant ICT security risks or incidents to the appropriate supervisor.

Software and Application Support

- Assist employees with Council software and business applications.
- Liaise with software providers regarding faults, updates and technical support.
- Maintain records of software licences and authorised users.
- Assist with software installation and user configuration.
- Support approved software upgrades and testing.
- Prepare user instructions and basic procedures.
- Escalate application problems that cannot be resolved internally.
- Assist with testing system changes before implementation.

Procurement and Cost Support

- Obtain quotations for approved ICT equipment, software and services.
- Assist with preparing purchase requests and supporting documentation.
- Check supplied equipment against approved orders.
- Maintain records of software licences, subscriptions and telecommunications services.
- Identify duplicate, unused or unnecessary services and report them to the appropriate supervisor.
- Follow Council's procurement and purchasing requirements.
- Ensure no purchases or contractual commitments are made without appropriate approval.
- In conjunction with the Director Corporate & Community Services, prepare and monitor Council's ICT budget and provide supporting information for ICT expenditure and procurement.

Records and Documentation

- Maintain ICT procedures, equipment records, user access records and support documentation.
- Maintain a register significant system changes and technical work completed.
- Maintain information required for audits and compliance reviews.
- Assist with preparing routine ICT reports and statistics.
- Ensure ICT records are stored in Council's approved records management system.
- Protect confidential and sensitive ICT information



	Comply with Legislation The ICT Officer must perform duties in accordance with applicable legislation, standards and Council policies, including but not restricted to: • Local Government Act 2009 • Local Government Regulation 2012 • Information Privacy Act 2009 • Queensland Privacy Principles • Right to Information Act 2009 • Public Records Act 2002 • Public Sector Act 2022 • Work Health and Safety Act 2011 • Electrical Safety Act 2002 • Copyright Act 1968 • Spam Act 2003 • Telecommunications Act 1997 • Competition and Consumer Act 2010 • Queensland Government Enterprise Architecture • Queensland Government Information Security Classification Framework • Queensland Audit Office requirements • Torres Shire Council Procurement Policy • Torres Shire Council Information Security Policy • Torres Shire Council Acceptable Use Policy • Torres Shire Council Records Management Policy • Torres Shire Council Business Continuity and Disaster Recovery Policy • Torres Shire Council Risk Management Framework
Supervisory Responsibilities	ICT Officer Horn Island
Communication & Interpersonal Responsibilities	• Provide clear and courteous technical assistance to Council employees. • Explain technical matters in plain language. • Communicate ICT faults, risks and service interruptions to the appropriate supervisor. • Maintain professional working relationships with Council employees, Fourier Technologies Pty Ltd and other service providers. • Demonstrated ability to plan, coordinate and manage the implementation of ICT projects in conjunction with Fourier Technologies • Provide regular updates regarding outstanding ICT support matters. • Assist employees to understand and follow Council's ICT requirements. • Handle complaints and difficult support matters professionally. • Maintain confidentiality when handling sensitive information. • Participate in meetings, projects and audits when requested. • Provide customer-focused support to internal users. • Work cooperatively with employees across all Council departments.



Workplace Health and Safety Responsibilities	• Comply with the Work Health and Safety Act, regulations, codes of practice and Council safety policies and procedures. • Take reasonable care for personal health and safety and the health and safety of others. • Follow safe work procedures when installing, moving or working with ICT equipment. • Promptly report accidents, incidents, hazards and unsafe equipment. • Do not perform electrical work unless appropriately qualified and authorised. • Participate in safety training and workplace inspections when required.
Environmental Responsibilities	• Comply with Council's environmental policies and procedures. • Assist in preventing environmental harm arising from workplace activities. • Support the responsible reuse, recycling and disposal of ICT equipment, batteries and electronic waste. • Reduce unnecessary printing, energy consumption and equipment waste where practicable. • Ensure electronic equipment is disposed of through approved providers.
Financial Responsibilities	• Comply with Council's procurement and purchasing policies. • Exercise care when handling Council equipment and resources. • Obtain approval before purchasing equipment, software or services. • Report potential cost savings, unnecessary services or unusual expenditure. • Assist with maintaining accurate purchasing, licensing and asset records. • The position does not control or approve the ICT budget.

PART 3 – PERSON SPECIFICATION

Qualifications & Experience
1. Relevant qualifications in Information Technology, Computer Science, Information Systems or a related discipline, or equivalent practical experience. 2. Demonstrated experience providing ICT helpdesk and end-user support. 3. Experience troubleshooting computers, software, printers, mobile devices and network connectivity. 4. Demonstrated understanding of the principles applied to administering user accounts, email services and access permissions. 5. Experience working with Microsoft 365 and Windows-based environments. 6. Experience maintaining ICT asset and equipment records. 7. Experience liaising with external ICT providers and software suppliers. 8. Demonstrated understanding of the principles applied to supporting cybersecurity controls and responding to suspected security incidents. 9. Experience in a local government or public sector environment is desirable. 10. Experience supporting remote employees and remote Council locations is desirable.
Technical Skills & Abilities



1. Degree qualification in Information Technology, Computer Science, Information Systems, or related discipline
2. ITIL, PRINCE2, PMP, or equivalent project/service management certification (desirable)
3. Cybersecurity, governance, or risk management certifications (desirable)

Experience in:

4. Strategic ICT planning and service delivery management
5. Project management and change management capability
6. Risk assessment and mitigation planning
7. Budget development and financial oversight
8. Strong written communication and report writing skills
9. High-level verbal communication and presentation skills
10. Stakeholder engagement and relationship management
11. Problem-solving and analytical capability
12. Conflict resolution and decision-making skills

PART 4 – SELECTION CRITERIA

Essential Skills, Experience & Qualifications

1. Microsoft Windows desktop operating systems.
2. Microsoft 365 applications and administration.
3. Email account and shared mailbox administration.
4. Active Directory or similar user account administration.
5. Computer hardware, printers and peripheral equipment.
6. Network and internet connectivity troubleshooting.
7. Mobile phone and tablet configuration.
8. Antivirus, endpoint protection and cybersecurity awareness.
9. Backup and disaster recovery support.
10. ICT asset registers and equipment lifecycle records.
11. Helpdesk systems and support request tracking.
12. Software installation, configuration and testing.
13. Preparation of technical instructions and procedures.
14. Accurate recordkeeping and documentation.
15. Strong problem-solving and analytical skills.
16. Clear written and verbal communication.
17. Ability to explain technical information to non-technical users.
18. Ability to prioritise competing support requests.
19. Ability to work independently and as part of a team.
20. Ability to maintain confidentiality and exercise sound judgement.

Personal Attributes

- Reliable and accountable.
- Customer-focused.
- Patient and approachable.
- Well organised.
- Able to prioritise work.
- Able to respond calmly to urgent ICT issues.
- Committed to confidentiality and information security.
- Willing to learn new systems and technologies.



- Able to work collaboratively with Council employees and external providers.
- Committed to continuous improvement.

PART 4 – SELECTION CRITERIA

Qualifications & Experience

1. Relevant Information Technology qualifications or demonstrated equivalent experience providing operational ICT support.
2. Demonstrated experience troubleshooting computer hardware, software, printers, mobile devices, email, network connectivity and other common ICT issues.
3. Demonstrated experience administering employee accounts, access permissions, Microsoft 365 services and Windows-based computer environments.
4. Demonstrated ability to provide responsive first-level ICT support to users with varying levels of technical knowledge.
5. Demonstrated knowledge of cybersecurity practices, including password security, multifactor authentication, endpoint protection, phishing awareness and incident reporting.
6. Demonstrated experience maintaining ICT asset registers, software licence records, equipment records and technical documentation.
7. Demonstrated ability to liaise effectively with managed service providers, telecommunications providers, software suppliers and other technical contractors.
8. Sound written and verbal communication skills, including the ability to explain technical information in plain language and prepare clear procedures and support notices.
9. Demonstrated ability to prioritise competing support requests, work independently and escalate complex matters appropriately.
10. Demonstrated commitment to confidentiality, customer service, workplace safety and compliance with Council policies and procedures.
11. Experience in a Queensland local government or public sector environment is desirable.
12. Current Queensland “C” Class Driver Licence.