

INFORMATION PACKAGE

Shire of East Pilbara

Information Services Officer (Newman Residential)

Job code: #256

Permanent, Full Time | Newman | Living Allowance up to \$13,125 p.a.

We are looking for qualified Newman resident to provide comprehensive and reliable IT services!

The progressive Shire of East Pilbara, the largest local Government Authority in Western Australia, servicing the town sites of Newman, Marble Bar, Nullagine and local communities, is offering an exciting opportunity to join our team.

Join the journey to creating the incredible as our **Information Services Officer**. This position is open to Newman residents only.

Do you have?

- Current Western Australian 'C' Class Driver's Licence.
- A TAFE qualification of at least Cert IV (preferably Diploma) level in Information Systems or similar or demonstrated experience resulting in the same level of knowledge and skill.
- Support of all Windows Desktop Operating Systems (Windows 10) in an Active Directory environment.
- Intermediate Microsoft Office Suite.
- Exposure to Active Directory, Exchange / Office 365 and Remote Desktop Services.

To be successful in this role, you will have high work ethic and ability to work under pressure and work with minimal supervision. You will have ability to interact with key stakeholders and staff requiring developing oral and written communication skills. You will have logical troubleshooting skills and high attention to detail and the ability to follow procedure.

Join a Team working with passion and purpose aimed at proactively achieving the Shire's Vision and Objectives while living its values of **Leadership with HEART - Honesty, Excellence, Accountability, Respect and Teamwork**.

To Apply

Please submit a current Resume and Cover Letter addressing the Essential Criteria in up to three pages via our website: <http://www.eastpilbara.wa.gov.au/about-us/employment-opportunities> where the Application Package along with the Position Description can also be downloaded. If you are unable to apply via our website, please submit your application by emailing recruitment@eastpilbara.wa.gov.au.

The Shire of East Pilbara is committed to eliminating all forms of discrimination in the provision of our services. We embrace diversity and strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds and people with disabilities.

Closing date:

Applications for this position are open until a suitable pool of candidates is received. This means vacancy may close without notice. If you are interested in this position, we highly recommend you apply as soon as possible.

For enquiries relating to the application or recruitment process, please contact **People and Culture** on (08) 9175 8000 or recruitment@eastpilbara.wa.gov.au

www.eastpilbara.wa.gov.au

Shire of **EAST
Pilbara**
THE HEART OF THE PILBARA

Canvassing of Councillors or Selection Panel Members will disqualify

POSITION DESCRIPTION

Shire of East Pilbara

Position Title

Information Services Officer

Directorate

Corporate Services

Reports to

Manager Digital Transformation

Position Number

#021

Position Level

LGIA 5/6

Position Summary

Under the supervision of Manager Digital Transformation and in collaboration with internal stakeholders, works with the external IT service provider to deliver complete and consistent information technology services experience for Shire staff and Councillors. Seeks to identify opportunities and to implement changes to improve efficiency and service using technology. Becomes a key facilitator of change within the Shire. Improves the use of technology within Shire through engagement, education, and support of its staff.

Position-Level, Principles, Obligations & Accountabilities

The primary outcomes of this position type include:

- Supporting and promoting the “culture” and “values” of the Shire of East Pilbara evidenced through personal commitment, personal behaviour, language and the achievement of results.
- Contributing to employees and ensuring customer satisfaction, engagement and excellence.
- Working collaboratively to deliver projects and outcomes for and on behalf of the Shire.
- Providing appropriate advice to internal and external stakeholders while maintaining relationships and responsibility for operational oversight for assigned activities.
- Actively contributing towards the achievement of financial efficiencies and quality of service.
- Proactively reporting upon, and mitigating,

organisational risks.

Role Accountabilities

Provide An Effective Information Services Help Desk Support Service

- Responds to and resolves user's problems in a timely manner.
- Works within Shire systems to track and record incidents, problems and resolutions.
- Escalates support request to external IT service providers as appropriate.
- User on boarding, off boarding and access management of IT systems.
- Induction of new staff into Shire IT systems.
- Works with the Manager Digital Transformation to build a knowledgebase of solutions for future reference.
- Develops working knowledge of the Shire's new ERP system to provide basic application support and system administration.

Provide Administration And Support For The Shire's Computer Network And Associated Software

- Assists to manage Shire IT assets and services including assisting with:
 - Coordinating the procurement and deployment of technology, communications and electronic equipment,
 - Secure disposal of equipment, and
 - Assist with lifecycle.
- Planning Site moves and staff relocations.
- Support Councillors and staff with mobile applications as appropriate.
- Assists with providing System Administration



of:

- Active directory,
- Exchange and Office 365,
- Security services for both endpoint and email protection (Currently Trend products),
- Wireless Access (Meraki), and
- IP Telephony (3CX).
- User education and training:
 - Maintains information library for staff including a knowledge base, user guides, and video content, and
 - Holds regular information and training sessions to improve the use of technology within the Shire as well as improving awareness in relation to security.

Work Effectively With A Team Environment

- Establish effective working relationships with team members and apply sound communication skills to resolve minor issues.
- Works with the Shire's Records, Corporate Services, People & Culture and IT Provider to ensure a complete and consistent information services experience for the Shire's staff.

Compliance

- Works within Shire systems to track and record all work.
- Works within policies and to procedures developed in conjunction with the Shire's IT Provider.
- Reports activity monthly to management or as required.

Selection Criteria

(Applicants are required to address ONLY the Essential and Desirable criteria in their written application)

Essential Criteria

(to be considered for this role you must demonstrate the following skills and experience)

- Current Western Australian 'C' Class Driver's Licence.
- A TAFE qualification of at least Cert IV (preferably Diploma) level in Information Systems or similar or demonstrated experience resulting in the same level of knowledge and skill.
- Support of all Windows Desktop Operating Systems (Windows 10) in an Active Directory environment.
- Intermediate Microsoft Office Suite.
- Exposure to Active Directory, Exchange / Office 365 and Remote Desktop Services.
- Ability to work with minimal supervision.
- A high level of organisation with attention to detail and the ability to follow procedure.
- A high work ethic and ability to work under pressure.
- Logical troubleshooting skills.
- Ability to interact with key stakeholders and staff requiring developing oral and written communication skills.

Desirable Criteria

- Microsoft Cloud Technologies including Office 365, Teams, One Drive.
- Demonstrated experience in the same or very similar role.
- System deployment (Microsoft WDS) and or imaging tools.
- Experience working with various backup (Veeam) and antivirus (Trend WFBS) programs.
- Experience in management of PBX (3CX).



Remuneration details

Employment conditions in accordance with the Shire of East Pilbara Industrial Agreement 2024 (LGIA 2024).

Cash salary component:

- Base salary \$83,154 - \$94,241 per annum.
- Living Allowance up to \$13,125 per annum is paid as per the Shire's policy and may be subject to change.
- 22% Superannuation includes: 12% Superannuation guarantee with an additional 5% to match employee voluntary contribution. The combined total of the Shire's contribution shall not exceed 17% of the specified salary.

Accommodation:

- Is not available for this position.

Relocation expenses:

- Is not available for this position.

Hours of work:

- As per the Award, ordinary hours of work are 38 hours per week.

In addition:

- Annual uniform allowance up to \$440.
- 5 weeks Annual leave and the eligibility to accumulate Rostered days off every 19 working days.
- Long Service Leave – Thirteen (13) weeks after ten (10) year continuous Local Government services.
- Annual Leave Travel Assistance – following twelve (12) months completion of service, one (1) return economy airfare to Perth, based on the cost of an airfare from Newman.

Other benefits and services:

- Discounts for staff for the use of recreation and aquatic centre facilities.
- Professional development is encouraged and promoted by providing staff training as necessary.

INFORMATION FOR APPLICANTS

Shire of East Pilbara

Employment Considerations

To be considered for a position at the Shire of East Pilbara, applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check
- Current National Police Clearance
- Hold the appropriate rights to work in Australia
- Completion of a pre-employment medical

General accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has a personal accountability for their observable attitudes, behaviour, and conduct. Obligations regarding these are contained in other documents such as:

- The Shire's Code of Conduct;
- Management directives and approved policies and procedures;
- Staff Values and behavioural commitment statements;
- Other lawful and reasonable directions from the employer, and particularly those relating to General Accountabilities of government employees.

Application

Your application should include a covering letter explaining your interest in the position (no more than three pages) and a current resume detailing your qualifications, experience and attributes for the position. It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties.

Supporting an Inclusive and Diverse Workforce

The Shire of East Pilbara is an Equal Opportunity employer we recognise that our workforce is strengthened by diversity and actively foster an inclusive workplace.

Medical Examination

Following the interview process, the successful applicant will be required to undergo a medical examination. Full documentation for the requirements of the position will be given to the medical practitioner prior to the examination and the medical examination costs are paid by Council. Existing illness will not necessarily preclude an appointee from the selection process.

Shire of **EAST**
Pilbara
THE HEART OF THE PILBARA

About The Shire Of East Pilbara

For the keen explorer, the Shire of East Pilbara is Australia's largest Shire, offering a diverse mix of desert sands from the Great Sandy and Gibson Deserts to the pristine coastal reserve of Cape Keraudren.

There are three towns in the Shire of East Pilbara: Newman, Marble Bar and Nullagine; each offering something unique.