Position Description – IT Infrastructure Support Officer

Position Number:	1059
Directorate:	Services
Business Unit:	Information Technology
Hours Per Week:	35
Award:	Local Government (State) Award
Grade (SAS):	20
Location:	Civic Centre
Position Reports to:	Manager – Information Technology
Positions Reporting Direct to this One	Nil

Our Values



Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



Integrity

We are fair and consistent in our actions, and we act ethically, honestly, responsibly and respectfully



Consultation

We seek to understand before acting and are sensitive to residents' needs and situations



Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships



Equity

We deal equally and honestly with customers and each other

Position Overview

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

The nature of the work means that some tasks and projects will be required to be undertaken outside of normal work hours so as to minimise impact to the network environment and applications.

Provide technical support for Council's computer, server and networking infrastructure, including assisting the IT Helpdesk.

Administer, manage and maintain Council's Information Technology infrastructure and resources, ensuring that systems have sufficient capacity, connectivity, and security controls, and are correctly configured, and are fully operational to support Council's applications and IT security objectives reliably and within agreed

levels across the organisation.

Principal Accountabilities

- Work closely with the Network team in the administration and management of Council's network infrastructure and virtual servers, including acquisitions and day to day operations.
- Assist with system monitoring and analysis, including network performance and troubleshooting of the network, virtual environment, servers, SAN, firewalls, routers, switches and other networking equipment and infrastructure.
- Assist with the management and administration of Council's information technology equipment and software, including the installation, configuration, maintenance and support for personal computers, software, and peripherals such as phones, printers, scanners, and modems.
- Liaise with external suppliers for procurement, maintenance and repairs when necessary.
- Assist with the management and administration of access controls, user accounts, and permissions for network and cloud resources and services.
- Test and deploy the monthly Microsoft security updates to all Council desktops and laptops, including the Master Image in the virtual environment. When needed, test and deploy the monthly Microsoft security updates to the Council server environment.
- Minimise disruptions to business operations with in-depth troubleshooting of network and computer connectivity issues, including remote VPN connection issues.
- Assist with ensuring the integrity and security of Council's data, and data backup and recovery of the corporate information systems and network.
- Provide technical advice, assistance and call resolution to the IT Helpdesk, including helpdesk support and training for users.
- Assist with maintenance of network and security documentation such as diagrams, inventories, and procedures to ensure their accuracy and completeness.
- Identify potential cyber security incidents and risks and perform the initial investigation, providing input to subsequent discussions with the IT team, and assisting in the ongoing management of those risks.
- Assist with the implementation of actions to respond to IT issues and audits, including cyber security internal audit findings and/or recommendations.
- Ensure hardware and software maintenance contracts are current and in place for all computer equipment, including networking and critical infrastructure.

Key Organisational Accountabilities

- Abide by the principles of Council's Code of Conduct – and other Council policies and procedures – in the carrying out of all Council duties: integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness.
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times.
- Foster innovation through seeking to improve outcomes, processes and relationships.
- A commitment to ensuring the organisation is child safe.

- Identify, assess and manage all risks associated with the function.
- A commitment to Council's Fraud and Corruption prevention strategy.
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Always ensure your actions contribute to a safe and healthy workplace.
- Use and properly maintain appropriate safety clothing and personal protective equipment.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

Selection Criteria

Essential

Qualifications

- Tertiary qualifications in Information Technology or equivalent.

Skills/Experience

- Experience in computer and networking infrastructure, firewalls, operating systems, virtual technologies and cloud technologies.
- Demonstrated ability to analyse information, solve problems and make sound judgments with the appropriate security controls in place.
- Well-rounded in-depth technical skills with attention to detail.
- Demonstrated ability to provide quality customer service.
- Demonstrated record of achievement in Information Technology.
- Knowledge of network security infrastructure including, but not limited to, wide area networks, firewalls, routers and switches.
- Understanding of cyber security governance risk and compliance.
- Ability to meet project deadlines, managing constraints and competing deadlines.
- Ability to maintain confidentiality.
- Highly motivated self-starter.
- Team based approach.
- Excellent oral and written communication, interpersonal and negotiation skills.
- Previous experience in a similar role in either the public or private sector.

Desirable

- Cyber security related certification.

Other

- Position Holder in this position will be subject to relevant and ongoing probity checks as determined by Council.

Signature

Position Holder: _____ Date: _____

Reviewed and Finalised **Date: July 2026**