

Position Description

Our Values: Trust | Respect | Openness | Fairness | Excellence | Enjoyment



Position Title	Senior ICT Delivery Officer
Position Code	7196
Directorate	Corporate & Leisure
Work Group	Technology & Data Services
Location	Council Offices
Position Classification	Band 6
Reports to	ICT Delivery Coordinator
Supervises	ICT Delivery Officer
Effective Date	August 2026
Work Arrangement	Onsite / Hybrid (post-probation eligibility)

Our Commitment

Child Safety

Council is committed to the safety, wellbeing and empowerment of all children and young people. We have zero tolerance for child abuse and are committed to creating and maintaining a child-safe organisation where children and young people are protected, respected and heard. All employees share responsibility for promoting and maintaining a child-safe environment.

Diversity, Equity and Inclusion

Council values diversity and is committed to fostering an inclusive workplace where everyone is treated with dignity, respect and fairness. We encourage and support diversity in all its forms and recognise the valuable contribution a diverse workforce makes to our organisation and the community we serve. All employees are expected to contribute to a respectful, inclusive and equitable workplace and to demonstrate behaviours that support diversity and inclusion.

Workplace Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for employees, contractors, volunteers and visitors. All employees share responsibility for working safely, identifying hazards and complying with Council's health and safety policies and procedures.

Leadership Commitment Statement

Leaders are expected to model Council's Values, foster an inclusive and respectful workplace, communicate openly, and support the wellbeing, development and success of their teams in line with Council's Leadership Commitment Statement.

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Position Objectives

- Provide senior ICT support, technical escalation, service coordination and guidance for service desk and end user computing services.
- Support reliable day to day ICT operations through troubleshooting, incident response, documentation, asset management and customer support.
- Assist the ICT Delivery Coordinator with service delivery, ticket flow, deployments, projects, maintenance and continuous improvement activities.

Key Responsibilities

- Provide second level and escalated ICT support by phone, face to face and remote support tools.
- Act as a senior escalation point for complex support issues, service interruptions and customer concerns.
- Monitor the service desk queue and support ticket assignment, prioritisation, progression, quality and customer updates.
- Provide day to day supervision, guidance, coaching and support to the ICT Delivery Officer.
- Support devices, operating systems, Microsoft products, printers, telephony, user accounts, collaboration tools and supported Council sites.
- Diagnose and resolve technical issues across end user computing, basic networking, identity, access, hardware and standard applications.
- Maintain knowledge articles, support procedures, configuration records, asset records and service documentation.
- Coordinate hardware builds, software deployment, device lifecycle, purchasing, stock control and approved asset disposal.
- Support planned maintenance, upgrades, implementations, projects, site works and go live activities.
- Contribute to incident management, problem management, operational risk reviews and service improvement activities.
- Identify recurring issues, analyse causes and recommend practical service or technical improvements.
- Coordinate with vendors and technical specialists to progress incidents, equipment orders, warranties and support matters.
- Act as an escalation contact for senior staff and Councillors for service delivery issues, where required.
- Participate in approved after hours support arrangements and planned works where required.
- Escalate security risks, major incidents, infrastructure issues and complex technical matters to the relevant specialist or Coordinator.
- Follow Council change, cyber security, privacy, records management, procurement and workplace health and safety requirements.
- Other duties as required.

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Leadership Responsibilities

- Lead through Council values.
- Foster an engaged and inclusive culture.
- Support employee wellbeing and development.
- Manage performance and accountability.
- Lead change and continuous improvement initiatives.

Workplace Health and Safety

- Comply with Council's workplace health and safety obligations.
- Take reasonable care for personal health and safety and that of others.
- Report hazards, incidents and injuries promptly.
- Participate in safety training and risk management activities.

Child Safety

- Promote and uphold Council's Child Safe Standards.
- Maintain appropriate behaviours when interacting with children and young people.
- Report concerns relating to child safety in accordance with Council policy.

Core Physical Requirements

- Capacity to, on occasion, lift items unspecified in weight within individual limits.
- Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.
- Travel between Council sites and other locations may be required.
- There may be an occasional need to work outside usual business hours to support planned works, upgrades, incidents, meetings or go live activities.
- The role requires office based work, including sitting at a desk and using a computer for extended periods.
- The role may require lifting or moving equipment within safe manual handling limits and Council procedures.
- A current satisfactory National Police Check and Working with Children Check is required.
- A current Victorian driver licence is required where travel between sites is needed.

Accountability and Extent of Authority

- Accountable for resolving escalated ICT support issues, maintaining accurate support records and supporting reliable day to day ICT service delivery.
- Accountable for coordinating assigned service desk work, deployments, maintenance activities and asset lifecycle tasks within agreed procedures and priorities.
- Authorised to guide standard support work, assign routine tasks and recommend improvements to support procedures, documentation and service practices.

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- Accountable for providing clear customer updates and escalating unresolved, high risk or major service issues.
- Budget, policy, major infrastructure, security exception and procurement decisions outside delegated authority are referred to the ICT Delivery Coordinator.

Judgement and Decision Making

- Use judgement to diagnose complex technical issues, assess service impact, prioritise urgent support matters and determine suitable escalation paths.
- Consider customer impact, cyber security, privacy, asset controls, change requirements and service continuity when resolving issues.
- Apply technical knowledge and available evidence to resolve issues that may not match previous incidents.
- Select suitable support, deployment, maintenance and documentation methods within approved standards and procedures.
- Seek specialist or external guidance for complex infrastructure, cyber security, application, contract or policy matters.

Knowledge and Skills

Specialist Skills and Knowledge

- Strong knowledge of desktop support, Microsoft products, end user devices, operating systems, printers, telephony and service desk tools.
- Knowledge of Microsoft system administration, identity and access practices, remote support, device management and software deployment.
- Knowledge of networking and telecommunications infrastructure, hardware, enterprise backup and recovery, monitoring and cyber security controls.
- Strong troubleshooting, diagnostic and problem solving skills across ICT hardware, software and services.
- Ability to develop and maintain quality technical documentation, knowledge articles, configuration records and support procedures.
- Understanding of ICT asset management, procurement, operational risk, change control, incident management and service management practices.
- Ability to support ICT projects, implementations, upgrades and business change activities.

Management Skills

- Ability to organise own work and assist with service desk queue management, deployments, maintenance and project activities.
- Ability to supervise, guide and develop an ICT Delivery Officer and provide clear work priorities and feedback.
- Ability to manage competing priorities and work effectively during incidents, outages and periods of high demand.

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- Ability to coordinate vendors, equipment purchases, support activities and technical work across Council sites.
- Good analytical, planning, organisational and report writing skills.

Interpersonal Skills

- Strong customer service, communication, coaching and relationship management skills.
- Ability to explain technical matters clearly and respectfully to people with different levels of technical knowledge.
- Ability to work with staff, managers, Councillors, vendors and technical specialists.
- Ability to communicate service impacts, priorities, risks and progress in plain English.
- Ability to influence, negotiate and maintain productive working relationships during service issues and change activities.

Qualifications and Experience

Essential

- Advanced diploma, tertiary qualification or equivalent experience in information technology, information systems, computer science or a related field.
- At least three years of experience in ICT service delivery, desktop support, infrastructure support or end user computing.
- Experience providing senior technical support, escalation management and customer service in a service desk environment.
- Experience supervising or guiding ICT support staff.
- Experience contributing to ICT projects, system implementations, maintenance and organisational change activities.

Desirable

- Microsoft, ITIL or other relevant industry certification is desirable.
- Disaster recovery or after hours operational support experience is desirable.

Licenses, Checks and Mandatory Requirements

- National Police Check
- Current Drivers Licence
- Victorian Working with Children Check
- Drug and Alcohol Screening

Employment Screening

The preferred applicant must satisfactorily complete all required pre-employment screening checks prior to commencement of employment. Ongoing employment may be subject to maintaining required licences, registrations, accreditations and clearances.

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Key Selection Criteria

- Demonstrated commitment to Council values, customer service, workplace health and safety, privacy, information security and good recordkeeping.
- Demonstrated experience in ICT service delivery, desktop support, infrastructure support or end user computing.
- Ability to diagnose and resolve complex ICT issues and provide second level technical support.
- Demonstrated ability to supervise, guide and support ICT staff and coordinate day to day service delivery work.
- Strong customer service skills, including the ability to interact, influence and negotiate with varied stakeholders.
- Experience maintaining knowledge articles, technical procedures, asset records and support documentation.
- Ability to support ICT projects, upgrades, deployments, maintenance and business change activities.
- Well developed planning and organisational skills, including managing priorities, meeting deadlines and escalating issues.
- Strong written and verbal communication skills, including the ability to explain technical matters in plain English.
- Understanding of cyber security, privacy, asset management, change control and service management requirements.
- Current Victorian driver licence.

Employment Conditions

Probation

This position is subject to a six-month probationary period in accordance with Council policy and employment agreements

Flexible Work Arrangements

Following successful completion of probation, the incumbent may be eligible to apply for flexible work arrangements, including working from home, subject to operational requirements and Council policy

Flexi Leave

This position is: ☐ Eligible for Flexi Leave ☐ Not Eligible for Flexi Leave

Authorised by _____ Date _____

Employee Signature _____ Date _____

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