

<b>POSITION TITLE:</b> Senior ICT Support Officer	<b>DIRECTORATE:</b> Corporate Strategy & Performance	<b>DATE:</b> November 2024
<b>REPORTS TO:</b> Coordinator Information Technology	<b>SERVICE UNIT:</b> Customer & Information Services	<b>LEVEL:</b> 6
<b>POSITION NUMBER:</b> 3058	<b>SUB UNIT:</b> Information Technology	<b>ROLE FOCUS:</b> Service
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 30/20/50	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

### POSITION CONTEXT

Under broad supervision of the Coordinator Information Technology, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures and methods as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including vendors and suppliers, City Leaders and employees. This role may work outside of normal business hours or on call to support the delivery of service unit activities. This role requires a level of physical fitness for some activities undertaken.

As an Operational Leader, this position provides direction, guidance and coaching to staff under day-to-day supervision using advanced resource allocation and people skills to achieve quality outputs aligned to customer needs.

A challenging aspect of the role is undertaking accurate and consistent work within a dynamic environment that includes regular interruptions, changing and competing priorities and tight

timeframes. Post-holders must be resilient and be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent’s skills, qualifications and training. A positive, proactive approach to change is required.

**FUNCTIONAL ACCOUNTABILITY**

Manages the daily operational needs of the IT Service Desk, including supervision of a team, to a high-quality standard that meets customer needs, corporate standards and legislative requirements, in accordance with relevant policies, processes and procedures, that ensures optimal service delivery.

Provides tier 2 ICT support services to users across the City, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

**KEY ACCOUNTABILITIES**

**KEY RESULTS AREAS**

**OUTCOMES**

Provide Supervision

- Productive work performance, including performance, conduct and safety of staff under day-to-day supervision.
- Allocation of tasks to staff under day-to-day supervision within limits, set by the Coordinator, ensuring the efficient and effective deployment of resources.
- Provides operational leadership and guidance to team members to achieve quality outputs and work performance within agreed timescales and service standards, in line with the City’s Code of Conduct, policies, procedures and corporate standards.
- Provides feedback, support, and coaching to team members that enables individuals to learn and develop existing and new skills to improve accuracy, productivity and overall work standards. Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.

Collaboration & Teamwork

- Thinks critically and actively collaborates with colleagues and Leaders.
- Contributes to the development of business improvement initiatives and leads on various ICT related project activities.

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| Customers & Stakeholders                 | <ul style="list-style-type: none"> <li>• Effectively manage service desk operations and provide first point of contact user support ensuring a high level of customer service and communication.</li> <li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li> </ul>  |
| Efficient & Effective                    | <ul style="list-style-type: none"> <li>• Provides tier 2 ICT support services to users, utilizing appropriate tools Delivery and methods to diagnose and resolve issues, ensuring business continuity and availability of ICT systems.</li> <li>• Manage the service desk ticket queue ensuring calls are assigned and processed to meet high quality service levels.</li> <li>• Monitor systems to ensure smooth operations and prevention of service disruptions.</li> <li>• Develops and implements designated ICT related projects or changes to the organisations information systems to comply with operational requirements for service delivery as directed by the Coordinator.</li> <li>• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.</li> <li>• Proposes innovation and business improvement initiatives within area of accountability activity.</li> </ul> |
| Systems & Processes                      | <ul style="list-style-type: none"> <li>• Follows the City's administrative systems and processes, ensuring that information is accurate, securely stored and accessible as required.</li> <li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, securely stored and accessible as required and meets legislative requirements.</li> <li>• Contributes to the development of policies, processes and procedures that support the work of the Service Unit.</li> </ul>   |
| Resources, Governance, Compliance & Risk | <ul style="list-style-type: none"> <li>• Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.</li> <li>• Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.</li> <li>• Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.</li> </ul>   |

## CAPABILITIES REQUIRED

### **Qualifications, Requirements and Experience:**

- Qualification in relevant discipline such as Information Technology of industry related certification or equivalent experience.
- Relevant experience in a similar role is required.
- C class Drivers License.

### **Skills and Knowledge:**

- Skilled in supervising the work of others, people management, providing technical assistance and support and motivating staff.
- Intermediate computing, numeracy and literacy skills.

- Advanced experience in the efficient utilisation of information systems and technology.
- Intermediate organisational skills with the ability to prioritise competing tasks and projects.
- Advanced customer service skills.
- Advanced communication and problem-solving skills.
- Intermediate research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in an office environment.

**Key Stakeholder Relationships:**

- Support the Manager Customer & Information Services and Coordinator Information Technology to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

**Role Authorities:**

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

**VERIFICATION**

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

*Paul King*

[Paul King \(Nov 13, 2024 11:53 GMT+8\)](#)

**Leader: Paul King, Coordinator IT**

**Date: 13/11/2024**

**Next Up Leader: Alex Evans, Manager Customer & Information Services**

**Date: 13/11/2024**