Information Technology Officer

POSITION DESCRIPTION

DEPARTMENT/UNIT
Department: Corporate Services
Unit: Finance
Team: Information Services
Position Number: 412104

REMUNERATION
Classification: Band 5 of Golden Plains Shire Council Enterprise Bargaining Agreement No: 6 – 2010
Salary range: $53,873 - $62,782 per annum plus 9% superannuation
Hours per week: 38
Appointment: Permanent Full Time
Prepared by: Carolynne Roberts
Information Systems Administrator
Approved by: Rod Nicholls, Chief Executive Officer
Date: July 2008 (Updated in February 2012)

POSITION OBJECTIVES
- Assist technology users in identifying and implementing systems improvements.
- Administer database platforms and associated systems efficiently and effectively to ensure that Golden Plains Shire Council is able to meet its business requirements and goals.
- Provide technical support and advice to other Information Systems Team members and other technology users.
ORGANISATIONAL RELATIONSHIPS

Reports to: Information Services Administrator (Team Leader)

Directly Supervises: Nil

Coordinates: Nil

Internal Liaisons: Users of information systems

External Liaisons: User groups, software & hardware suppliers, second level support providers counterparts in other municipalities

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Business Analysis

- To analyse business processes to ascertain their efficiency and effectiveness in delivering high-quality, value for money customer services.
  - Gather data related to particular business issues and processes.
  - Analyse issues and processes.
  - Identify, develop and implement options that may resolve or improve the issue.
  - Provide a project co-ordination role in liaising with vendors’ and staff in the areas of development, acceptance and implementation of systems.
  - Prepare and maintain relevant systems documentation including the creation of Policies and Procedures.
  - Promote the productive use of Information Management Systems throughout Council.

Database Administration

- Provide database administration and support for the corporate systems running on SQL and Universe platforms.
  - Ensure that day-to-day administrative activities are undertaken to maintain databases in a fully operational and stable state.
  - Undertake system monitoring and tuning to ensure optimum performance.
  - Apply software upgrades and patches to the corporate systems and to server operating systems and databases.
  - Review and maintain efficient and effective database backup procedures to enable the provision of successful and accurate backups so that any data can be restored quickly and efficiently.
  - Maintain adequate security of data by implementing, monitoring and auditing appropriate security policies.
  - Undertake upgrade and conversion projects as required.
  - Manage problems escalated to third-party suppliers/providers.
  - Actively contribute and participate in all disaster recovery processes.
  - Produce reports in line with performance indicators.
  - Prepare and maintain relevant systems documentation including the 'creation of policies and procedures.

Helpdesk Operations
• As part of a team, provide a high level of user support through the provision of incident and problem management so that staff can make effective use of systems and equipment.
• Provide a professional, friendly and customer oriented approach at all times.

Other duties within the scope of the employee’s skills, competence and training as directed.

Corporate Responsibilities

• Develop and implement effective policies and procedures relating to new and existing information systems.
• Promote excellence in customer service and in conjunction with the Unit Manager, identify, review and implement strategies to improve service quality and efficiency.
• Maintain strong team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
• Ensure the security of Council’s property and assets and maintain a commitment to the care of all Council’s property and assets.
• Participate as directed in training and education to maintain an up to date knowledge of emergency management responses.
• Provide administration, logistics and specialist support and advice during CEO identified emergency events.
• Comply with Council policies and procedures.

General Responsibilities

• Maintain relevant and up to date knowledge of business and information technology.
• Provide input into, and assist with the implementation of, Council’s IT Strategy.
• Attend relevant training programs approved by the Unit Manager.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following:

• Providing advice, training and support to other employees. Freedom to act Is subject to close supervision and-clear guidelines. The effect of decisions and actions taken may be significant but the decisions and actions are always subject to appeal or review by more senior employees. The quality of decisions has an impact on -the performance of employees being supported.
• Taking reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the- responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements. The effect of decisions and actions may be significant but the decisions and actions are always subject to appeal or review by more senior employees.
• Performing their own administrative tasks (e.g. obtaining quotations, raising purchase orders, receiving and assessing goods and processing invoices for payment). All expenditure is subject to approval by the Information Services Administrator (Team Leader).

JUDGEMENT AND DECISION MAKING
The objectives of the work are well defined with the officer selecting the methods, materials and equipment required from a range of available alternatives.

The work involves analysing, assessing and resolving problems—within agreed time frames by using procedures and guidelines and the application of professional and technical knowledge.

The officer will have access to other IT staff, IS Administrator, third party companies and the hardware/software suppliers to assist them when resolving problems.

Problems are occasionally of a complex nature with solutions unrelated to previously encountered situations. Some creativity and originality is required.

Guidance and advice is available within the time available to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

The position requires:

- Knowledge of the administration of MS SQL Server 2008.
- Experience in the use of PCs, operating systems, applications, network and communication technologies.
- Skills in the provision of Information Technology services, which includes an understanding of the underlying principles involved as distinct from the practices.
- An understanding of the long term goals of the work unit and an appreciation of the goals of Golden Plains Shire Council.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

MANAGEMENT SKILLS

The position requires the ability to set and prioritise objectives and manage workload in the most efficient way possible within the resources available and within a set timetable.

INTERPERSONAL SKILLS

The officer will actively participate in the Information Services Team including sharing workloads, collectively solving problems and supporting other team members with the management of projects.

The position requires written communications skills sufficient to allow report writing and preparation of external correspondence.

QUALIFICATIONS AND EXPERIENCE

The position requires skills and knowledge acquired through relevant work experience or the completion of a more formal qualification such as an Information Technology degree or diploma course.

SELECTION CRITERIA

- Knowledge of the administration MS SQL Server 2008.
- Experience in the use of PCs, operating systems, applications, network and communication technologies.
- Experience using SQL language.
- Experience writing SQL reports.
• Experience using process mapping software such as MS Visio.

• Excellent interpersonal and communication skills, in order to establish rapport with internal customers and to liaise with counterparts within the industry and at all levels within Council.

• Ability to show understanding and patience in communicating with technology users.

• Ability to encourage staff to exchange views and resolve problems.

• Well developed investigative, analytical and problem solving skills.

OCCUPATIONAL HEALTH AND SAFETY

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

• Conduct themselves in a manner that will not endanger themselves or others.

• Participate in Occupational Health and Safety training.

• Assist with audits of work procedures, equipment and workplaces.

• Identify areas of improvement by contributing to the Safety System within the Department.

• Contribute ideas and suggestions that promote safety awareness.

• Be aware of emergency procedures and codes.

• Report unsafe work practices, incidents, hazards and near misses.

• Report unacceptable workplace behaviours such as harassment and bullying.

RISK MANAGEMENT

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

• Participate in risk assessments.

• Demonstrate an understanding of, and a commitment to, Council’s Risk Management Standard Operating Procedure.

• Report all hazards and incidents of which they become aware.

EQUAL OPPORTUNITY

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

PRIVACY AND CONFIDENTIALITY

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Information Privacy Act, the Health Records Act and Council’s Information Privacy and Health Records policies.

Both during and after employment with Council, employees must not:
• Communicate confidential or private information to third parties.
• Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS
• Tasks within this role are often required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
• Employment is subject to a satisfactory six month probationary period.
• Employees must comply with Golden Plains Shire Council’s Employee Code of Conduct.
• Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
• A current Australian driver licence.
• A satisfactory National Criminal History Check.

FURTHER INFORMATION AND APPLICATION DETAILS
Further enquiries can be directed to Carolynne Roberts, Information Systems Administrator on (03) 5220 7123
Applications close 9:00am Monday 12 March 2012.
Applications should address the selection criteria and can be submitted either via letter or email to careers@gplains.vic.gov.au and should be addressed to:

Mr Rod Nicholls
Chief Executive Officer
Golden Plains Shire Council
PO Box 111
BANNOCKBURN VIC 3331

PLEASE NOTE:
Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council’s Privacy Officer.