



VACANT POSITION

ITC SUPPORT OFFICER

REGIONAL AUSTRALIA AT ITS BEST

www.grc.qld.gov.au

Develop your career with Goondiwindi Regional Council, an innovative employer that listens, respects and values your contribution. We are proud of our communities and the key role you can play in making our region a great place to live and work. Council's commitment to high quality services means that we need talented, committed people - we need you!

Don't let this fantastic opportunity pass you by! Join our team now and enjoy the following benefits:-

Great work/life balance-

Full time employees can enjoy quality time with a 19 day month (RDO)

Salary packaging available -

Restructure our salary to work for you to pay for everyday living expenses such as Motor Vehicles, Remote Area Housing (Rent), Superannuation.

Job security in a local government position

Feel secure working for an organisation who believes in strong foundations of respect, balance, communication, teamwork, accountability and leadership.

Access to free Employee Assistance Program & confidential counselling.

Reach out to someone confidentially if you are experiencing any concerns or problems.

Your application must consist of the following information:

CHECKLIST

✓ **Covering Letter** addressing:-

- ▶ Qualifications (Don't be concerned if you don't meet all of them)
- ▶ Knowledge, Skills and Expertise (tell us your story and how you think you can fit)

✓ Copy of current **Resume**

It is preferred applications are submitted online at:

<https://careers.grc.qld.gov.au>

If you are unable to submit application online, alternate options are:-

Email to: Attention: Human Resources mail@grc.qld.gov.au	Personally deliver to: Attention: Human Resources Customer Service Centres in Goondiwindi, Inglewood or Texas.	Post to: Attention: Debbie Elliott Mr Carl Manton Chief Executive Officer Goondiwindi Regional Council Locked Mail Bag 7 Inglewood Qld 4387
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I look forward to receiving your application.

Debbie Elliott
Human Resources Officer

GENERAL CONDITIONS OF EMPLOYMENT

APPLICATIONS:	It is preferred that applications be submitted online at: https://careers.grc.qld.gov.au
POSITION:	ITC Support Officer
POSITION STATUS:	Permanent Fulltime
LOCATION:	Goondiwindi
AWARD:	Queensland Local Government Industry Award - State 2017.
CLASSIFICATION:	Stream A
SALARY:	Level 2 depending on skills, knowledge and qualifications. Hourly rate of \$35.87 p/hr Annual \$67,614.82 p/a. plus allowances, leave loading and superannuation.
LEAVE:	Permanent Full time: 4 weeks annual leave (including leave loading), 15 days sick leave, 19 day month RDO. Long service applicable.
WORK PATTERN:	Your ordinary hours of work will be 36.25 hours per week. A 19 day month, rostered day off system applies, where additional hours are banked to accrue a day off per month.
CONDITIONS OF EMPLOYMENT:	Commitment to Council's policies, procedures, Enterprise Bargaining Agreement and other legislative requirements in relation to Council's Code of Conduct and Anti-Discrimination and Workplace Health and Safety.
SUPERANNUATION:	Contributions to superannuation are available on appointment at the appointee's election, or compulsory on completion of twelve (12) months service. Contributions: Employee at 6% of salary, Superannuation Guarantee at 11% and Council additional contribution at 1.5%. If you choose not to contribute towards superannuation within the first twelve (12) months of service; Superannuation Guarantee will be at 11% of your salary.
PROBATION PERIOD:	A six (6) month probationary period will apply to the successful candidate.
UNIFORMS:	An annual uniform allowance is available to indoor staff. All external employees are required to wear the protective clothing as provided by Council from the date of commencement of employment.
CLOSING DATE:	Monday, 15 April, 2024

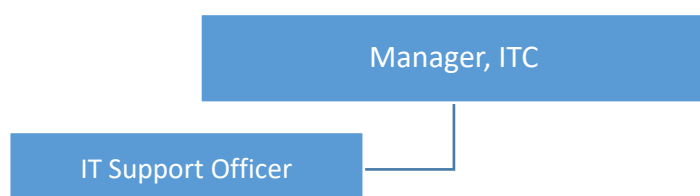
POSITION DESCRIPTION

Position:	ITC Support Officer
Section:	Community & Corporate Services
Location:	Goondiwindi, Queensland
Reports to:	Manager, ITC

POSITION OBJECTIVE

To provide ITC support and training for Goondiwindi Regional Council in conjunction with agreed targets and direction of the Manager of Information Technology & Communications.

ORGANISATIONAL STRUCTURE



POSITION REQUIREMENTS

EXPERIENCE AND QUALIFICATIONS
<ul style="list-style-type: none">• Ideally enrolment or completion in a course to obtain Cert IV in Information Technology or equivalent.
<ul style="list-style-type: none">• Must have a Class “C” Drivers Licence

KNOWLEDGE, SKILLS AND ABILITIES
<ul style="list-style-type: none">• High Level written and verbal communication skills.
<ul style="list-style-type: none">• Exceptional Interpersonal skills with the ability to provide customer service to internal staff.
<ul style="list-style-type: none">• Possess good organisational and time management skills.
<ul style="list-style-type: none">• High Level computer skills in Microsoft Office Suite of Applications and Windows Operating Systems OR Microsoft Entra & Intune configuration.
<ul style="list-style-type: none">• Ability to work in a Team Environment.
<ul style="list-style-type: none">• Sound working knowledge of PC hardware trouble shooting.
<ul style="list-style-type: none">• Ability to install software applications desirable.
<ul style="list-style-type: none">• Thorough knowledge and understanding of OH & S requirements desirable.

KEY RESULT AREAS	KEY ACCOUNTABILITIES
<p>The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Council's Operational and corporate Plans. Duties of the positions are flexible and subject to review from time to time. Without limiting the above, the key responsibilities of the position holder shall include:</p>	
	<ul style="list-style-type: none"> Assist in providing hardware, software and peripheral equipment support to all network users.
	<ul style="list-style-type: none"> Perform operational procedures such as user maintenance.
	<ul style="list-style-type: none"> Generate, update and produce reports.
	<ul style="list-style-type: none"> Assist with PC/tablet/laptop/mobile phone replacement and upgrade roll-out.
	<ul style="list-style-type: none"> Undertake workplace learning and other duties as required.
	<ul style="list-style-type: none"> Any other duties as directed by the ITC Manager or the Director of Community & Corporate Services.
	<ul style="list-style-type: none"> To contribute to a work environment that values the contributions made by staff, that is healthy and safe, free of discrimination and which seeks to attract and retain quality staff.
Records Management	<ul style="list-style-type: none"> Manage all corporate documents (both created and received) in accordance with relevant Records Management policies, procedures and legislation.
Safety	<ul style="list-style-type: none"> Work is to be carried out in accordance with SAFEPLAN2 – Council's workplace Health and Safety Management System. Employees must ensure that they do not put the health and safety of themselves or others at risk. Work is to be carried out to meet WHS obligations and responsibilities (WH&S-WP-1.5.1) as detailed in the relevant legislative requirements and standards including Council policies and procedures.
Risk Management	<ul style="list-style-type: none"> Report risk exposure to supervisor / manager and implement risk controls as directed by supervisor / manager.

PERFORMANCE & SKILL STANDARDS
<ul style="list-style-type: none"> Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Chief Executive Officer recognising those standards as outlined in council's Corporate Plan and supporting Operational Plan.
<ul style="list-style-type: none"> Work shall be performed in accordance with accepted industry standards, quality assurance standards and in compliance with Workplace Health and Safety Act and other legislative requirements or standards, which may be appropriate and including Council's policies, procedures and local laws.
<ul style="list-style-type: none"> Allocated tasks shall be completed consistently within agreed time frames.

PERFORMANCE & SKILL STANDARDS

- Active participation in planning and recommending possible ways in which allocated tasks can be carried out more effectively and efficiently.
- Demonstration of a spirit of co-operation towards other employees and the achievement of Council's aims and objectives.

WORKPLACE HEALTH & SAFETY OBLIGATIONS

- All employees have a legal obligation to comply with statutory and council's WH&S Management System – SAFE PLAN, WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment. Responsibilities include:
- Being aware of the council's WH&S Management System – SAFE PLAN the WH&S Management Plan and MAPs.
- Performing all work and associated functions in a safe manner.
- Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers.
- Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation.
- Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WH&S procedures.
- Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on council property generally.
- Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- Attending any toolbox, team talks or specific training supplied by council.
- Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- Working in a manner that will not endanger themselves, other employees or the public.
- Report any concerns for WH&S to your Supervisor.

RECRUITMENT AND SELECTION PROCESS

This guide has been designed to help you understand Goondiwindi Regional Council's selection process.

Council is an equal opportunity employer and selections are based on merit and equity. Council's objective is to appoint the most suitable person to the position, taking into account the nature of the duties, the abilities, qualifications, experience, standard of work performance and personal qualities of the applicants having regard to the Local Government Act, and other relevant legislation.

Selection is based on the assessment of each applicant in relation to their qualifications, skills, experience and the selection criteria (where applicable) provided for the advertised vacancy.



APPLICATIONS

Your application needs to be addressed to the Chief Executive Officer and should contain the following: -

- A brief covering letter – identifying your interest in the position.
- Provide brief details of how your skills, abilities, knowledge, experience and qualifications fulfil the requirements of the position.
- Your resume – this document should include your personal contact details along with a summary of your education, work experience detailing where you have worked, positions held, period of employment and brief details of duties performed.
- Referees – provide names, position titles and telephone numbers of at least two business referees. One of these referees should be your current employer or most recent supervisor.

Applications must be received by the closing date specified above. Late applications will only be considered if prior arrangements have been made with Council.

At an interview, you will be asked a set of either behavioural or situational questions by the panel. Behavioural questions ask how you have handled certain situations in the past and situational questions focus on how you would handle a particular aspect of the position.

These questions will have been developed by the selection panel to assess how well you match the position.

REFERENCE CHECKS

The selection panel will conduct reference checks on applicants with the strongest overall performances at the interviews.

NOTIFICATION OF APPOINTMENT

The interview panel will confirm their decision as soon as practicable. Once the decision has been authorised a verbal offer will be made to the successful applicant. Upon acceptance of the verbal offer, a formal offer of employment will be forwarded to the successful applicant stating the terms and conditions of the position. Acknowledgement of these terms and conditions will be required by signing the letter of offer and returning same to Council along with commencement documentation.

All other applicants will then be notified of the decision.