

POSITION TITLE:	ICT Project Officer	POSITION NO:	2102
EMPLOYMENT TYPE:	Permanent Full Time		
CLASSIFICATION:	Level 4 to 5 (dependant on qualifications and experience)		
CERTIFIED AGREEMENT:	Officers	AWARD:	QLGIA
DEPARTMENT:	Finance and Liveability		
BRANCH:	ICT / Business Systems		
REPORTS TO:	Systems Administrator		

ORGANISATIONAL VALUES: Honesty Respect Accountability Integrity Unity

1. PRIMARY ROLE

Assist in the day to day running and provision of quality support and service delivery of ICT for Council. The role partners closely with the organisation and ICT Manager to identify, recommend, develop, implement, and support cost-effective cloud technology solutions. The role is a flexible technical role providing support for Microsoft Office M365 including SharePoint, Teams and other applications delivered as per Councils ICT strategic direction.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Demonstrated understanding of project management principles and the ability to assist with the development, use and review of information to meet project outcomes.
2. Support, maintain and develop new and existing power apps.
3. Develop Councils SharePoint, Team Sites and M365 environment software including the implementation of relevant applications.
4. Administer Azure Active Directory devices, licences, user accounts, groups, and permissions.
5. Assist in the installation and maintenance of ICT Infrastructure and support the future enhancements of the corporate network.
6. Install and support applications and upgrades to Council's corporate network hardware and Standard Operating Environment (SOE).
7. Provide administrative support to users in relation to council's web services, media creation and M365 application development.
8. Assist in the operational and procurement activities of the ICT budget.
9. Complete additional activities and reasonable directions given by management.

3. ADDITIONAL FACTORS

- Participation in after hours and weekend work is a requirement of this position
- Level of fitness required to undertake a broad range of physical tasks

4. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence.
- Tertiary qualifications in a relevant discipline, e.g., ICT (desirable).
- SharePoint and M365 Suite Administration, Web Development (desirable).

5. KEY SELECTION CRITERIA

1. Proven project implementation and experience across the Microsoft M365 suite.
2. Experience in the development of power apps.
3. Experience in the implementation and administration of SharePoint, M365 Suite, Microsoft Teams, and knowledge of the Azure Active Directory environment.
4. Experience in website development, social media platforms and video editing applications.
5. Sound time management skills with the ability to use professional judgement in assessing problem severity and assign priorities in a high-pressure environment.
6. Substantial communication and interpersonal skills with the ability to provide on the job training and assistance to employees in the efficient use of software and IT equipment.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Councils procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the Manager and/or Supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis, and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Finance & Liveability: Kerri Anderson	Signature: 