

Position Description

POSITION TITLE	Trainee ICT Support	POSITION NO.	2508
EMPLOYMENT TYPE	Maximum Term Full Time		
CLASSIFICATION	Traineeship		
CERTIFIED AGREEMENT	Officers	AWARD	QLGIA
DEPARTMENT	Finance and Liveability		
BRANCH	ICT and Business Systems		
SECTION	ICT		
REPORTS TO	ICT Coordinator		
LAST REVIEWED DATE	September 2026		

HONESTY
RESPECT
ACCOUNTABILITY
INTEGRITY
UNITY

Join one of the largest employers in the South Burnett region, maintaining offices and depots in Kingaroy, Nanango, Wondai, Murgon, Proston and Blackbutt.

South Burnett Regional Council recognises our role in service provision to ratepayers and the public, placing customer satisfaction at the forefront of all processes. In order to maximise efficiency in service provision, the organisation is structured into three (3) main service areas:

- Executive Services
- Infrastructure
- Finance & Liveability

The South Burnett Region is uniquely positioned to offer lifestyle and employment opportunities that other regions can only envy. The South Burnett region covers a geographical area of approximately 8,400 km² and is home to 32,500 people. The close-knit communities with many towns less than 15 minutes from each other, deliver services normally associated with larger populations. Natural surrounds and a rolling landscape give the region a relaxed atmosphere. An array of services, retail and events can be found across the region, along with high quality educational, medical and recreational facilities. All this, while being tantalisingly close to Brisbane and the Sunshine Coast.

Primary Role

This is a training position. The traineeship will cover a twelve (12) month period. Continued employment on completion will be subject to organisational needs and cannot be guaranteed. Throughout the traineeship the trainee will be required to complete a Certificate III in Information Technology whilst gaining ICT and administrative experience through day-to-day activities in Council's operations.

Key Responsibilities

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

1. Commitment to undertake all training requirements and successfully complete a Certificate III in Information Technology whilst gaining ICT and administrative experience through day-to-day activities in Council's operations
2. Maintain a record of training such as a training record book
3. Assist under direction, in day-to-day ICT tasks and activities
4. Provide a high level of client service at all times, to both internal and external clients
5. Complete additional activities and reasonable directions given by management

Additional Factors

- Level of fitness required to undertake a broad range of physical tasks

Academic, Trade Qualifications and other Licences

- Minimum requirement of a current C Class driver's licence
- Successful completion of year 10 School Certificate

Key Selection Criteria

1. Commitment to learn new skills and to complete a formal qualification in ICT
2. Sound literacy and numeracy skills
3. Sound communication skills
4. Proven ability to follow direction and at times work with minimal supervision
5. Ability to work effectively in a team environment

Workplace Health and Safety

Council employees will comply with health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan.

Council employees will also comply with: -

- Their health and safety duties as stated in Council's policies and procedures
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons

Customer Service

Council employees 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, Council employees are required to ensure the security and appropriate intended use of Council information at all times.