



Etheridge Shire Council

POSITION DESCRIPTION

ROLE TITLE: Information Technology & Communications Officer

DEPARTMENT: Corporate

REPORTS TO: Director of Corporate Services

LOCATION: Council Office, Georgetown
St George Street, Georgetown

DATE PREPARED: June 2021

PREPARED BY: Human Resources

This Statement represents an accurate description of the role of the Information Technology & Communications Officer

Signed Position Incumbent:

Dated:

PRIMARY ROLE PURPOSE:

The objective of this role is to efficiently and effectively carry out all duties required to acquire, install and maintain Information Technology hardware and software as directed by the Chief Executive Officer, including computers, computer networks (and associated peripherals), broadcasting equipment, telephone systems, facsimile machines and photocopiers/printers.

ENVIRONMENT

Etheridge Shire Council, *'The Golden Heart of the Gulf'* is a medium sized rural Council which borders Tablelands Regional Council, Charters Towers Regional Council, Flinders Shire Council, Richmond Shire Council, Croydon Shire Council and Carpentaria Shire Council.

The Shire covers an area of 39,039km² the Etheridge Shire is bursting with development opportunities with a current population of approximately 1,000. It is expected to rapidly expand to over 2,500 if the development that is earmarked for the region is approved.

Our new vision for the Shire is one for a *"balanced community with robust economic and environmental assets which supports our youth and the wellbeing of our citizens"*.

Mining, Tourism, Beef Cattle and Agriculture are the predominant industries which is the driving factor behind our economy, but as industry grows and our population steadily growing so will the need for additional services to keep pace with this growth.

The shire has residential, rural/residential and industrial land available. The shire has good community infrastructure in place and we are committed to providing additional infrastructure for future generations to enjoy. The shire is a great place to live, work and play and to bring up children and we are blessed with a caring and committed community.

The CEO will be joined by two (2) Directors creating the leadership team that will drive change across the organisation, community and region in coming years. Opportunities for strategic thinkers and 'change agents' exist across the functional areas of Corporate & Finance, Community Services, Environmental Services, and Technical & Civil Services.

The key challenges for the Information Technology & Communications Officer over the next three to five years include:

- **Enterprise - Continuous Improvement & Initiative:** A proactive approach applied to the identification, analysis and exploration of opportunities that have the potential to improve the outcomes and performance of the Etheridge Shire Council's finance department.
- **Team Work:** The ability to effectively communicate the directives of Council.
- **Communication & Interpersonal Skills:** The ability to effectively transfer ideas, concepts and information. The ability to create, maintain and enhance relationships with clients and staff in order to achieve work goals.
- **Leadership:** The ability to create a shared understanding of requirements in the work environment and through influence, enable team members to fully contribute to team and corporate goals.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

Information Technology & Communications Officer

The incumbent will be responsible for, but not limited to undertaking all functions pertaining to:

Maintenance of ancillary IT services including, mobile phone services, 2 way satellite transmission services, FM Radio retransmission services, Fibre Optic Technology and all other associated equipment.

- Act as the first point of contact for user issues and problems.
- Carry out duties relating to the maintenance and operation of Council's IT systems.
- High level of technical competence in dealing with IT equipment and systems.
- Sound problem solving and analytical skills
- A demonstrated ability in network and system design
- Ability to provide timely and lucid advice to management on technical matters.
- Ability to contribute to projects as part of a team.
- Ability to relate well to people, including being patient and sympathetic to user's problems and needs
- High level of competence in producing reports.
- Sound time management skills
- High level of competence in PC user skills.
- Maintain all computer, broadcasting and telephone systems, including preventative maintenance tasks
- Perform backups and recovery of systems
- Maintain accurate records of maintenance history of all systems and keep track of repairs in including maintaining a problem log of all reported problems and subsequent corrective action.
- Carry out software installations and updates as required.
- Undertake any other duties and special projects as directed by the Director of Corporate Services, as are reasonably within the limits of the employee's skills, competence and training.

KEY PERFORMANCE INDICATORS

- Completion of all duties (as noted above) in a timely and efficient manner
- Prompt reporting of any difficulties encountered requiring remedial actions to the Accountable Supervisor
- Appropriate notification to supervisor in respect to work absences and leave requirements
- Compliance with all policies and procedures
- Compliance with all workplace health and safety standards
- Punctuality and courtesy at all times
- Compliance of the adopted Code of Conduct

KEY BEHAVIOURS

Integrity:

- Follows through with agreed actions.

Excellent work ethic:

- Follows instructions carefully.
- Anticipates potential problems and addresses them with Supervisor.

Team player

- Attends and participates in team meetings.
- Actively contributes to meeting discussions.

Results orientated

- Sees tasks through to completion.
- Completes tasks within specified time frames.

Commitment to Best Practice

- Follows procedures.
 - Maintains accurate records.
 - Maintains an understanding of Council policies and procedures.

GENERAL INFORMATION AND CONDITIONS

Applicants are required to provide a written overview of their experience in relation to demonstrating their ability to meet the above Key Responsibilities & Accountabilities and provide a Resume with at least two referees.

(the above Key Responsibilities & Accountabilities is not required to be addressed individually within the application to Council)

- Appointment to the position of Information Technology & Communications Officer will be *engaged under the relevant Award* with an attractive remuneration package to the

successful applicant.

QUALIFICATIONS

- A minimum of one year's experience in an Information Technology related area.
- Minimum: Accredited Certificate IV in Information Technology
- Preferred: Post Accredited Certificate IV in Information Technology qualification.
- Comprehensive knowledge in the use and operation of Information Technology.

MEDICAL CONDITION

It is a requirement of the Etheridge Shire Council that a medical examination with an approved General Practitioner be carried out prior to commencing employment. Successful employment will be dependent upon receiving confirmation from the General Practitioner that you are physically able to carry out the work required for this position.

CODE OF CONDUCT

You will be required to inform yourself of the contents of the Shire's "Code of Conduct" and will be required to adhere to the Code.

DRUG & ALCOHOL POLICY

As an employee you will be required to participate in Council's Random Drug and Alcohol testing programme and comply with Council's Drug and Alcohol policy.

WORKPLACE HEALTH & SAFETY

You will be required to familiarize yourself with the Shire's Safety Policy and "Safe Plan" procedures. This includes compliance with all of the requirements of Project Safety Plans. This also includes the legal obligations of an employee as defined by the Workplace Health and Safety Act 2011.

PROBATION PERIOD

A probation period of six (6) months applies to this position. This may be extended for a further period of no more than three (3) months should performance not be satisfactory at the expiry of the initial term.

ACCOMMODATION

This position may include Council supplied housing.

CERTIFICATES, LICENSES, REGISTRATIONS

It is a condition of employment that a Current 'C' class driver's license be maintained at all times. Failure to hold such license may result in termination of employment.

- Council is committed to Equal Employment Opportunity, Diversity and Merit principles.
- Existing Council policy will be applied to assist appointees to relocate.

Applications for this position should be forwarded to:

The Chief Executive Officer
Etheridge Shire Council
PO Box 12
Georgetown, Qld 4871