

Take the plunge.

A person in a wetsuit is standing on the edge of a large, dark, craggy rock formation. They are looking out over a body of water under a clear blue sky. The scene is dramatic and suggests a high-stakes or adventurous activity.

A step forward in your career,
just a step from the coast.

ICT Support Officer
Full Time 6 month contract

Position Description



WESTERNPORT
WATER.

Hours
that
work
for
you.



TITLE

ICT Support Officer

BAND

3 (\$53,962 to \$57,430 pro rata)

LOCATION

Newhaven Head Office, Phillip Island

DEPARTMENT

ICT

DIVISION

Corporate & People

REPORTS TO

Manager ICT - CIO

DIRECT REPORTS

Nil

POSITION OBJECTIVE

The ICT Support Officer is responsible for providing support, education and guidance in the deployment and maintenance of ICT infrastructure and services and the diagnosis and resolution of technical problems and issues.

KEY RESPONSIBILITY AREAS

- Provide front line ICT support for all employees including all ICT hardware and software support.
- Respond to alerts and provide reactive support for server infrastructure.
- Monitor and administer the ICT support system, and the hardware register / asset register.
- Monitor progress of problem records with outsourced providers.
- Support multimedia workstation (digital cameras, scanner, etc).
- Provide support for employees setting up training or presentations for display and audio visual setup.
- Review backups.
- Communicate between Westernport Water ICT department and third party managed service provider.
- Assist with and deliver ICT related training to individuals and groups.
- Be aware and advise the ICT Manager - CIO of any potential areas of risk and breaches of policy or procedures, and update affected documents as required.
- Coordinate specific project deliverables under the direction of the ICT Manager - CIO.
- Undertake impact assessments for potential changes to the business policies, procedures, IT systems or reporting.
- Maintain stakeholder relationships.
- Undertake other duties as may be requested by the ICT Manager - CIO from time to time.

An underwater photograph showing several people swimming in clear, turquoise water. The perspective is from above, looking down at the swimmers. The water is bright and clear, with some light rays visible. The swimmers are in various poses, some with arms raised, others with legs kicking. The overall mood is serene and refreshing.

Enjoy
a new
kind
of peak
hour.

REQUIREMENTS OF THE POSITION

Accountability and the extent of authority

Positions in this band may supervise resources and/or give support to more senior employees.

In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.

Whatever the nature of the position, employees in this band are accountable for the quality, effectiveness, cost and timelines of the programs, projects or work plans under their control and for the safety and security of the assets being managed.

Employees with supervisory responsibilities are also required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

Judgement and decision making

In these positions, the objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

However, problems in this band are often of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and counsel may be available within the time available to make a choice.

Specialist knowledge and skills

Typically, these positions require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.

All positions require an understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.

Some positions in this band, particularly those where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.

REQUIREMENTS OF THE POSITION

Management and Interpersonal Skills

These positions require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.

These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.

All employees in this band must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Qualifications and Experience

Tertiary qualifications in ICT or related discipline; or significant practical experience to provide the levels of service required to satisfy the key responsibilities.

Demonstrated experience in the following ICT related activities, network administration, desktop hardware or software support, ICT operations support, security support and database administration in a service delivery environment.

A current driver's licence suitable for Victoria

Key Selection Criteria

Demonstrated experience in an ICT Support Officer position or equivalent.

Sound knowledge of ICT systems and applications, experience in supporting a Microsoft environment, user administration (moves/adds/changes) and other ICT administrative tasks.

Excellent organisational and coordination skills with the ability to resolve issues and prioritise tasks to achieve objectives within required timeframes.

Ability to triage requests and incidents raised by staff, and provide high level support to a wide range of desktop, network and telephony users.

Track record of excellent record keeping with great attention to detail.

Excellent communication skills and demonstrated interpersonal skills with the ability to positively contribute to workplace culture and practices.

Preferred candidate for this job will be asked to consent to a police check.



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WESTERNPORT
WATER.