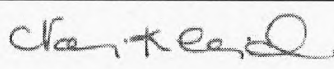


POSITION DESCRIPTION – Senior ICT Officer

Position title	Senior Information & Communication Technology Officer
Designation	Level 6 (Municipal Officer) ASTC EA
Position no.	P2159 / P2161 / P2166
Responsible to	Manager Information & Communication Technology
Position status	Permanent, full-time
Position description approved	 Date: 26 June 2023

Primary Objective

Working within the ICT Department within the Corporate Services Directorate, the Senior ICT Officer will coordinate and support the ICT team, under the general direction of the ICT Manager. The position will provide tier two and tier three level diagnosis and support services for all users with hardware, software or application issues and user training. Contribute to the provision of high-quality services, coordinating effective and efficient application of resources.

Ensure the installation and maintenance of Council's ICT infrastructure meets required standards and delivery targets are within agreed timeframes.

Key Responsibilities

- Conduct critical analysis, prioritise and allocate daily work tasks. Ensure task distribution/allocation contributes to the development and cross-training of the ICT team.
- Coordinate, support and assist the ICT team to ensure optimal performance of Council's ICT infrastructure, systems and software. This will include ensuring that equipment and software lifecycle programs are adequately documented and implemented.
- Support and assist all members of the ICT, Registry and Security team in quality service delivery including records management (document management system), web site maintenance, desktop support, problem solving and analysis.
- Work collaboratively to develop periodic scheduled maintenance plans, ensure back-up and recovery schedules are implemented, maintained and regularly tested.
- Keep accurate daily work records, ensure regular system maintenance and monitoring tasks are recorded and completed within determined timetable. Record and report failures, events, issues and necessary repairs to supervisors in a timely manner.
- Work with external service providers to ensure that networks, production and test environments are performing effectively, and that all changes are appropriately tested and made in accordance with ITIL Change Management principles.
- Provide sound technical advice and assist the Manager ICT in assuring the ICT Unit operates effectively and efficiently. Keep apprised of emerging technologies, provide considered recommendations and contribute to the continual improvement of the organisations business continuity and disaster recovery capabilities.

- Contribute to maintaining up-to-date documentation for software applications, hardware, systems and environments. Support the ICT Manager in the development of policies, procedures and provision of end user training.
- Uphold organisational values and behave according to Council's Code of Conduct, including treating other employees and the general public with respect.
- Maintain own health and safety and that of other people in the workplace or those who may be affected by the work being carried out.
- Perform other duties within capabilities and/or consistent with the level of this position as required.

Delegations

Nil

Supervisory Responsibilities

Coordination of the ICT team under general direction of the Manager ICT

Qualifications

- Tertiary qualifications in ICT, computer sciences or related discipline.
- Complete National Police Criminal History check.
- Current C class driver licence to be able to drive in the NT.

Selection Criteria

Essential

1. Experience and demonstrated ability in coordinating a multi-skilled ICT team, including a strong focus on critical analysis of prioritisation in allocating unit work tasks and managing customer expectations.
2. Excellent interpersonal skills with strong written and verbal communication abilities, able to explain complex systems or processes in terms appropriate to the audience.
3. Demonstrated recent experience in planning and managing all phases of project lifecycle, including change management, requirements analysis, system design, specification, testing, implementation and evaluation.
4. Tertiary qualifications in an ICT and/or Business-related discipline or significant current relevant experience.
5. Ability to effectively install, monitor and maintain a range of ICT software and hardware.
6. Experience with configuration and support of hardware and software within a Microsoft network environment, including development and provision of web related services.
7. Sound ICT technical knowledge to be able to effectively advise the ICT Manager on system issues.

8. Recent demonstrated ability to appropriately and clearly document ICT systems, processes and procedures.
9. Complete National Police Criminal History check.
10. Current C class driver licence to be able to drive in the NT.

Desirable

1. Vendor or other ICT related Certifications.
2. Experience and ability to work in a cross-cultural environment.
3. Experience in systems and infrastructure management in a Local Government environment.

Employee Signature

Date

Employee Name