

## CENTRAL LAND COUNCIL

### JOB DESCRIPTION

<b>POSITION TITLE:</b>	Computer Services Officer
<b>POSITION NUMBER:</b>	IT004
<b>CLASSIFICATION LEVEL:</b>	CL 4 – CL 5 (board-banded)
<b>POSITION LOCATION:</b>	27 Stuart Highway, Alice Springs
<b>RESPONSIBLE TO:</b>	Computer Services Manager
<b>LAST REVIEWED:</b>	October 2020

#### KEY FUNCTIONS

*Under the direction of the Computer Services Manager and senior staff, this position is responsible for efficient and effective implementation, maintenance and improvement of ICT services within the organisation.*

#### SPECIFIC ROLE RESPONSIBILITIES AND DUTIES

1. On a daily basis under general direction from the CS Manager and senior Officer:
  - a. Provide Level 1 help desk support for desktop and network systems.
  - b. Configure and install ICT hardware and software.
  - c. Upgrade desktop ICT hardware and software.
  - d. Diagnose and rectify faults in ICT hardware and software.
  - e. Travel to remote offices to install and configure ICT equipment.
  - f. Monitor and replenish printer consumables.
  - g. Maintain internal documentation.
  - h. Maintain accurate records of all aspects of the section's activities including:
    - i. Support requests
    - ii. Equipment configuration and allocation
    - iii. Equipment loans
    - iv. Access card allocation
    - v. Systems change control
    - vi. Stock deliveries and registers
2. As directed, within the strategic direction of the unit:
  - a. Monitor and maintain network functions and securities.
  - b. Develop PowerShell scripts to manage user and computer accounts.
  - c. Use and administer ICT systems.
  - d. Create internal documentation.
  - e. Review new desktop hardware and software systems, and present recommendations on their applicability to the council's computer operations.
3. As part of a team:
  - a. Comply with all section and organisational guidelines and directives.
  - b. Escalate support requests to senior officers in accordance with section policy and procedures.
  - c. Perform preventative maintenance and upgrades of ICT systems.
  - d. Liaise with external agencies including service and equipment providers.
  - e. Contribute to the development and review of the strategic direction of the unit.
  - f. Undertake relevant training as required.
4. Other duties that are safe, legal and logical while being within the limits of the limits of the employee's skills, competence and training consistent with the classification structure.

## **MONITORING AND COMPLIANCE REQUIREMENTS**

- Aboriginal Land Rights (NT) Act, 1976
- Northern Territory Aboriginal Sacred Sites Act
- Native Title Act, 1993
- CLC Corporate Plan
- CLC Enterprise Agreement and Code of Conduct
- CLC Risk Management Plan
- Industrial Relations Legislation
- Public Governance, Performance and Accountability Act 2013 (PGPA Act)
- Work Health & Safety Act (Cwth) 2011
- Workers Compensation Legislation
- Anti-Discrimination and Privacy Legislation and
- CLC Policies and Procedures

## **WORKING RELATIONSHIPS**

- Reports to and receives direction from Computer Services Manager;
- Work collaboratively with all other staff of the Computer Services Section in making positive contributions to the CLC's performance;
- Works closely and collaboratively with other operational sections of the CLC in performing the functions of the position and to ensure effective coordination with CLC policy development and achievement of organisation goals; and
- Develops and maintains good working relationships with CLC constituents, partner organisations, and government and non-government agencies relevant to the functions of the positions.

## **EXTENT OF AUTHORITY**

- Financial authorisation as per the CLC Purchasing and Procurement Policy.

<b>SELECTION CRITERIA</b>	<b>IT004</b>
---------------------------	--------------

### **PRE-REQUISITE**

1. Undergraduate Diploma from a TAFE or recognised higher education centre and/or progress towards Tertiary Qualification in a relevant field.
- OR
2. Demonstrated practical experience in the administration and support of a computer network.
- OR
3. A willingness to learn and a desire to further develop a career in the Information Technology Industry.

### **ESSENTIAL**

1. A high level of personal responsibility and accountability, including reliable attendance and accurate timekeeping.
2. A willingness to learn and a desire to further develop a career in the Information Technology Industry.
3. Ability to work effectively as part of a team, including the ability to follow the directions of senior CS staff.
4. Appropriate level of health and fitness to meet the rigours of remote fieldwork including driving long distances in a 4WD vehicle, changing tyres and lifting up to 20kg as necessary.
5. Good interpersonal skills with an ability to communicate effectively with people, particularly Aboriginal people.
6. A current NT driver's licence and the ability to operate four-wheel drive vehicles safely in remote localities.
7. Must hold (or be capable of holding and apply for) an Ochre Card from SafeNT and undertake a National Police Certificate assessment if required.



## DESIRABLE

1. Experience in the provision of help desk services for Microsoft desktop applications, network access and general fault-finding and rectification.
2. Demonstrated understanding of network fundamentals.
3. Experience in the creation and maintenance of internal records and documentation.
4. Experience in the support of any of the following Microsoft software systems:
  - a. System Centre Configuration Manager
  - b. PowerShell
  - c. Windows Server
  - d. Exchange Server
5. Experience in the configuration, installation and administration of:
  - a. Desktop hardware, including computers, printers and peripherals
  - b. Microsoft Windows 10
  - c. Microsoft Office 2016
  - d. Desktop applications such as Adobe Reader, Google Earth and Esri ArcGIS
6. Knowledge and understanding of the overall context in which the Central Land Council operates.
7. Knowledge of Aboriginal society and culture and an understanding of relevant contemporary issues.
8. Knowledge and experience of Aboriginal people in the Central Australian setting will be highly regarded.

## APPROVED COPY

Signed:  M. LATZ Date 9/10/2020

## UNIT MANAGER

Signed:  Date 15/10/20

## GENERAL MANAGER

### ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

This Job Description forms part of the Contract of Employment and reflects the position at present time only, and may be changed at management's discretion in the future.

Employee Name (Please Print)

Employee Signature

Date

