



POSITION DESCRIPTION FORM

File No: PDF-0017465

POSITION IDENTIFICATION

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| Title: | Information Technology Officer | Level: | 5 |
| Service Unit: | Information Services | Award: | Local Government Industry Award 2020 Industrial Agreement |
| Directorate: | Corporate & Governance Services | Date Effective: | 14 January 2025 |
| Reporting to: | IT Team Leader | Date Last Reviewed: | 21 May 2026 |

PURPOSE OF POSITION

- Ensure consistent operation of all information technology applications and maintain high levels of IT system security, integrity, reliability and performance across the organisation.
- Provide customers with system support enabling the most effective use of the organisations ICT systems.
- Assist in providing user education, training and technical advice on the effective use of IT systems and associated user requirements.

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

- Provide IT system support services and technical advice to the organisation.
- Assist with IT system performance, monitoring and maintenance in a way that minimises disruption to users.
- Support IT system administration, user access and security requirements.
- Assist in the administration of all server systems and networks.
- Provide Level 1 service desk support across the organisation.
- Provide effective and efficient customer service, diagnosis and resolution of customer issues.
- Any other duties as required.
- Undertake on the job and off the job training as required to develop the necessary knowledge for the position.

ORGANISATIONAL RELATIONSHIPS

Responsible for: Not Applicable at this level.

Internal Relationships: All Shire of Dardanup employees and Elected Members.

ORGANISATIONAL RELATIONSHIPS

External Relationships: Federal and State government agencies, other local government authorities, community groups and organisations, private sector stakeholders, ratepayers and general public.

POSITION DIMENSIONS

Work Location: Eaton Administration Centre.

Delegated Authority: Not Applicable at this level.

Driving Requirements: C (Car) or CA (Car Automatic) class motor vehicle licence.

EXTENT OF AUTHORITY

This position operates under the general direction of the IT Team Leader within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other legislation.

CORPORATE ACCOUNTABILITIES

- All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows a proper concern for the public interest;
- Comply with Council's Code of Conduct, management directives and approved policies and procedures.
- Avoid participation in any activities that may represent a conflict of interest with Council transactions and your obligations.
- Maintain obligations described within the Shire's Customer Service Charter.
- Comply with all requirements for capturing corporate information and understand that the Local Government is the owner of all Intellectual Property rights in all documents, materials or other things created or contributed to by the Employee (whether alone or with others) in the course of their employment.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Deliver effective use of Shire resources within the level of accountability for this position.
- Ensure your own safety and health at work by undertaking your work duties in a safe and proficient manner. Exercise your duty of care by having thought and regard for others by ensuring that you avoid adversely affecting, the safety or health of any other individual through any of your acts or omissions at work as per Council's WHS policies and Work Health and Safety legislation.
- Employees shall cooperate with the Shire of Dardanup in the carrying out of the obligations imposed on the Shire under Work Health and Safety legislation.
- Provide an ongoing commitment to risk, emergency management and business continuity principles.
- Employees shall demonstrate the Shire's Values "Trust, Respect, Accountability, Customer/Community, Excellence and Support" within the workplace.

VALUES

Our Values – TRACES

The Shire of Dardanup is building a culture where openness and transparency are the norm; and where we all hold ourselves accountable to deliver excellence for our customers and community.

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| <p>TRUST</p>  <p>"We are committed to showing confidence and belief in each other and ensuring we do what we say we will do."</p> | <p>RESPECT</p> <p>"We are committed to recognising and acknowledging each person's unique contribution."</p>  | <p>ACCOUNTABILITY</p>  <p>"We are committed to transparency, good governance and accept responsibility for our actions."</p> | <p>CUSTOMERS & COMMUNITY</p> <p>"We are committed to providing a positive experience for our customers and our community."</p>  | <p>EXCELLENCE</p>  <p>"We are committed to being the best we can be within the organisation."</p> | <p>SUPPORT</p> <p>"We are committed to being a true team."</p>  |
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SELECTION CRITERIA

- Essential:
1. Qualifications and/or suitable experience in an Information Communication Technology support or operational role.
 2. Experience in the installation, configuration and troubleshooting of hardware.
 3. Sound knowledge of and experience with Microsoft and iOS Operating Systems.
 4. Ability to undertake a practical "hands on" approach to work including problem solving to completion.
 5. Excellent written and verbal communication skills
 6. Effective time management and organisational skills.
 7. Experience in user education, training and support within a team environment.

- Desirable:
1. Formal qualifications in Information Technology.