

POSITION DESCRIPTION

Position Title:	Systems Support Officer
Position Number:	11169
Directorate:	Corporate & Commercial
Reports to:	Enterprise Systems Coordinator
Department:	Information Services
Agreement:	City of Karratha Industrial Agreement 2023
Classification:	Level 5

1. POSITION OVERVIEW

The Systems Support Officer is responsible for the deployment, support, and continuous improvement of the City of Karratha's business systems and applications with direction from the Enterprise Systems Coordinator. The position also acts as a point of escalation for the IT Support team and contributes towards agreed departmental KPI's (key performance indicators) and SLA's (service level agreements)

The position also assists the Manager Information Technology in the continuous innovation and development of IT services and is required to provide a high level of IT customer service and maintain a positive and productive working relationship between IT and other departments.

On occasion, this position is required to work outside of normal office hours for implementations, upgrades and maintenance. This will be in accordance with on-call procedures and the organisations' Enterprise Agreement.

1.1 Position Objectives

- Deploy, maintain and support the City's business systems to meet operational, service and legislative requirements as directed by the Enterprise Systems Coordinator.
- Provide specialist knowledge in deploying, updating and supporting business systems.
- Maintain and optimise business system licensing.
- Provide specialist systems and application support to the IT Support Team.
- Create and maintain accurate documentation of business systems.
- Assist the Enterprise Systems Coordinator with the design and implementation of enterprise-wide business systems.
- Deliver an effective, responsive and customer service orientated IT experience.
- Provide excellent support and assistance, performing many and varied IT duties, as assigned by the Enterprise Systems Coordinator or Manager Information Technology.

2. DUTIES & RESPONSIBILITIES

2.1 Business Systems Administration

- Implement business systems ensuring they meet business requirements as directed by Enterprise Systems Coordinator.
- Deploy and maintain software applications ensuring they are kept up to date.
- Build and maintain Operating System images as required.
- Maintain a Standard Operating Environment (SOE) under direction from the Enterprise Systems Coordinator.
- Monitor vulnerabilities of business systems and resolve exposures where applicable.
- Identify and remediate system issues.
- Assist with cyber security risk identification and improved defense systems
- Ensure software licensing is maintained, optimised and procured in a timely manner.
- Apply change management procedures and best practices in implementation of applications and business systems.
- Provide technical guidance and support for business systems.
- Provide technical direction and advice to IT Support staff where required.

2.2 IT Support

- Solve escalated support incidents and problems.
- Provide a professional and positive IT interaction for staff.
- Conduct training sessions to educate users on system functionalities and best practices.
- In conjunction with the IT Support Team:
 - Manage creation / modification / termination of user access to systems.
 - Respond to user inquiries and provide support in a timely manner.
 - Collaborate with end-users to understand and document their needs.
 - Respond and resolve IT support incidents and assist solving problems.
 - Identify where multiple or recurring incidents point to a problem and escalate with collected details and specifics to the relevant senior team member when appropriate.
 - Identify and perform remediation for systems issues.
 - Assist in a variety of IT software, hardware and asset administration tasks as required.
 - Maintain Active Directory, Microsoft Exchange, Microsoft 365 and utilize Microsoft Endpoint Configuration Manager (MECM).
 - Attend various City of Karratha sites to provide in person support and undertake IT tasks as required.
- Other duties as required.

2.3 IT Documentation, Procedures and Practices

- Create and maintain user guides for end users where required.
- Create and maintain accurate documentation of system and hardware configurations, processes, and procedures.
- Create and maintain change control documentation.
- Maintain software and hardware asset management registers.
- Assist with creating, maintaining and improving overall IT procedures, guidelines, process maps and standards.
- Assist with audit processes and procedures to meet legislative requirements.
- Follow organisational policies and guidelines for procurement.

- Develop and share knowledge with other team members to ensure continuous learning, process improvement and professional growth within the team.
- Share knowledge with other team members to facilitate team load share and ensure a team capability to backfill roles when required.

2.4 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under the guidance and general direction of the Enterprise Systems Coordinator.
- Adheres to Council policies, procedures and guidelines.
- Accountable for delivering a highly effective and excellent IT experience.

3.2 Judgement and Problem Solving

- Problem solving and analytical skills.
- Ability to determine when matters require escalation.
- Ability to be creative and resourceful.
- Proven ability to multitask with demonstrated initiative.
- Ability to work in a high-pressure service atmosphere.
- Ability to achieve work deadlines in a busy office environment.

3.3 Specialist Knowledge and Skills

- Extensive knowledge and experience with Microsoft Windows Enterprise solutions, both on premise and cloud.
- Demonstrated experience in administering, maintaining and troubleshooting business systems, preferably in a Local Government environment.
- Thorough theoretical and practical understanding of IT concepts, principles and practices in a modern service driven corporate environment.
- Comprehensive experience in Windows desktop installation, configuration, maintenance and troubleshooting skills.
- Understanding and demonstrated experience administering and using M365, Active Directory, Windows Server, Exchange, SharePoint, and MECM.
- Understanding of DNS, DHCP, and TCP/IP networking concepts.

3.4 Interpersonal Skills

- Well-developed interpersonal skills with the ability to establish and maintain productive and effective working relationships through collaboration, negotiation and liaison.
- The ability to successfully contribute to a small team environment to help foster a positive, productive and collaborative IT team culture.
- Demonstrated ability to successfully manage situations where IT issues arise that create challenging situations for staff.
- Excellent communication skills, both written and verbal.
- Ability to work collaboratively
- Excellent customer service skills.

3.5 Qualifications and Experience

- Tertiary level IT qualification or equivalent relevant experience.
- Demonstrated experience in previous Application Support or Desktop Engineer roles.
- Demonstrated experience with Microsoft M365 & windows server
- Demonstrated level 2 IT service and support experience.
- Demonstrated experience configuring and maintaining IT systems, applications and software in medium sized business to large enterprise environment.
- Developed experience creating clear and concise IT documentation.
- Current C class driver's licence.
- National (or Federal) Police Certificate (no more than 6 months old).

- Highly regarded; (preferred but not essential)
 - ITIL Certification.
 - Microsoft Certifications.
 - Familiarity with The Australian Signals Directorate (ASD) Essential 8 principals.
 - Experience with the following software or similar:
 - CiAnywhere, Synergysoft, Links LMS, Perfect Mind.