POSITION DESCRIPTION

Position Title:	**Technology Support Officer**
Position Number:	**11170**
Directorate:	**Corporate & Commercial**
Reports to:	**Enterprise Technology Coordinator**
Department:	**Information Services**
Agreement:	**City of Karratha Industrial Agreement 2023**
Classification:	**Level 5**

1. POSITION OVERVIEW

The Technology Support Officer is responsible for the deployment, support, and continuous improvement of the City of Karratha's technology hardware and infrastructure with direction from the Enterprise Technology 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 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 technology needs to meet operational, service and legislative requirements as directed by the Enterprise Technology Coordinator.
- Provide specialist knowledge in deploying, maintaining and supporting technology.
- Provide specialist network and IT/OT systems support to the IT Support Team.
- Assist the Enterprise Technology Coordinator with the design and implementation of enterprise-wide IT/OT infrastructure, hardware & related 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 Technology Coordinator or Manager Information Technology

2. DUTIES & RESPONSIBILITIES

2.1 Technology Infrastructure Administration

- Administer and maintain IT/OT infrastructure, hardware & related systems ensuring they meet business requirements.
- Deploy and maintain IT/OT infrastructure, ensuring hardware and firmware are kept up to date.
- Monitor vulnerabilities and resolve exposures where applicable.
- Identify and remediate technology issues.

- Assist with cyber security risk identification and improved defense systems.
- Apply change management procedures and best practices in implementation of IT/OT systems.
- Provide technical expertise, training and support for IT/OT 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 technology 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 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.
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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 Technology 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

- Demonstrated knowledge of DNS, DHCP, and TCP/IP networking concepts.
- Demonstrated knowledge of configuring, troubleshooting and administering routers, switches, firewalls, virtualised environments, storage area networks and scripting.
- Demonstrated experience and understanding of an IT or OT systems administrator role, preferably within a government or commercial environment
- Hands-on experience with the installation of servers, storage, networking hardware, and use of test equipment.
- Thorough theoretical and practical understanding of IT concepts, principles and practices in a modern service driven corporate environment.
- Understanding and demonstrated experience administering solutions such as; M365, Active Directory, Windows Server and MECM

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 IT/OT Support or Engineer roles.
- Demonstrated level 2 IT service and support experience
- Demonstrated experience configuring and maintaining IT/OT systems, hardware, infrastructure 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 technologies or similar:
    - HP/Aruba Networking, Dell Server and Storage, Veeam, Ruckus, Cambium, Avigilon, Palo Alto, Tridium Niagara, VMware, SolarWinds, Fresh Service.