

Position Description

ICT Support and Records Officer



Job Title:	ICT Support and Records Officer
Award:	Queensland Local Government Industry (Steam A) Award – State 2017
Division	Division 2, Section 1 – Administrative, Clerical, Technical, Professional, Community Service, Supervisory and Managerial Services
Classification:	Level 5 – Dependant on qualifications and experience
Location:	Kowanyama or Cairns
Employment Type:	Full-Time (Part-Time Opportunities may be available)
Department:	Corporate and Financial Services
Reports To:	ICT Coordinator
Approved:	Kevin Bell, Chief Executive Officer
Version Date:	January 2024

Position Objective

Based in either the Kowanyama or Cairns Office, the role of ICT Support and Records Officer is to provide comprehensive Information, Communications, and Technology (ICT) support to Council, focusing on the effective management of the organisation's electronic Document and Records Management System (eDRMS). In instances where this role is based in Cairns, occasional visits to Kowanyama will be required.

Aboriginal and/or Torres Strait Islander people are strongly encouraged to apply.

Key Responsibilities

1. Manage end-to-end records management, ensuring compliance with statutory requirements and associated risks, including training, archival, and disposal coordination.
 2. Collaborate with Council's ICT managed service provider, external stakeholders, and internal teams to ensure IT systems meet Council's needs and statutory requirements.
 3. Drive organisational efficiency by optimising the Council's SharePoint structure, implementing Microsoft solutions for improved knowledge sharing, collaboration, and workflow efficiency, and providing training for new Microsoft 365 solutions and processes.
 4. Serve as the primary contact for users, offering IT troubleshooting, prompt issue resolution, ensuring timely response to service issues and requests, and escalating complex issues to Council's ICT managed service provider when necessary.
 5. Administer Microsoft 365 user accounts, manage permissions, and oversee Active Directory configurations.
-

6. Provide valuable assistance to the IT and Communications Project Manager in the execution of ICT projects.
7. Assist in the procurement and maintenance of mobile devices and other endpoints.
8. Fulfil additional duties as directed by the Chief Executive Officer, Executive Manager of Corporate and Financial Services or Supervisor, utilising one's existing skills, knowledge, and capabilities.

Selection Criteria

Education:

- Possession of a formal qualification in Information Technology, or a related field, or a minimum of two (2) years of equivalent work experience.
- Possession of a formal qualification in Records Management or equivalent work experience is considered desirable.

General:

- Demonstrates proficiency in computer literacy and Microsoft Office 365 applications, including SharePoint, Teams, Word, Excel, and Active Directory.
- Experience in database management, electronic records management, and project management.
- Possesses strong written and verbal communication skills and demonstrates outstanding ability to collaborate effectively with a diverse range of stakeholders and teams.
- Exceptional attention to detail.
- Knowledge and appreciation of Aboriginal and Torres Strait Islander cultures, with a demonstrated ability to communicate sensitively and effectively with Indigenous peoples.

Key Performance Indicators

Projects:	<ul style="list-style-type: none"> • Achieve the successful redevelopment and implementation of an efficient SharePoint electronic records management system in partnership with Council's IT service provider, ensuring full compliance with statutory requirements and internal policies. • Demonstrate effectiveness in training key personnel to maximise the use of electronic records management applications. • Provide valuable support to the IT and Communications Project Manager in the implementation of projects and Operational Plan requirements. • Maintain consistent monitoring and adherence to records management policies, procedures, and statutory requirements.
Communication:	<ul style="list-style-type: none"> • Maintain positive relationships with Council employees and stakeholders. • Accurately document changes related to Microsoft 365 user accounts and the procurement and management of endpoints. • Document comprehensive training plans and their successful delivery.
Attendance:	<ul style="list-style-type: none"> • Demonstrate appropriate notification to the supervisor in respect to work absences and leave requirements.
Workplace Health and Safety:	<ul style="list-style-type: none"> • Promptly report all incidents. • Adhere to safety protocols, aiming for zero incident rates.

Adherence to Council's Policies and Procedures:	<ul style="list-style-type: none"> • Maintain a record of compliance with Council's policies and procedures. • Refrain from making unsubstantiated complaints. • Fully comply with confidentiality requirements. • Actively involve oneself in the organisation, promoting a sense of ownership and teamwork.
--------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Corporate Responsibilities

Policy and Procedural Responsibilities

- Familiarise yourself with and adhere to all council policies and procedures.

Code of Conduct

- Follow the behaviours, responsibilities, and actions outlined in Council's Code of Conduct. Non-compliance may result in disciplinary action.

Work Health and Safety

- Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.
- Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- Perform assigned tasks to a high standard, following procedural guidelines and timeframes, and making efficient use of resources.
- Carry out duties in accordance with accepted industry standards, complying with legislative requirements, standards, Council policies, procedures, and local laws.
- Foster a spirit of cooperation with supervisors, colleagues, and the achievement of Council's objectives.

Organisational Relationships

Reports To:	IT and Communications Coordinator
Internal Liaison:	Chief Executive Officer, Executive Managers, and all Kowanyama Aboriginal Shire Council employees.
External Liaison:	Federal and state government agencies, statutory authorities, contractors, members of the Community.

Mandatory Requirements

- Police Clearance

Position Description Authorisation

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.