East Gippsland Water

INFORMATION AND TECHNOLOGY SENIOR SUPPORT OFFICER – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United
Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic
Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative
Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable
Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and future leaders.

We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Information and Technology Senior Support Officer	Effective Date:	September 2024
Department:	Business	Job Location:	Bairnsdale Office
Reports To:	Manager Information and Technology	Supervises:	Nil
External Contacts:	Software and Hardware Suppliers, Communication providers, Government Departments, Consultants.		
FTE Classification:	1.00	Position Number:	TBC
Prepared By:	People, Safety, and Culture; Manager Information and Technology	Approved By:	Chief Financial Officer

ORGANISATIONAL CHART
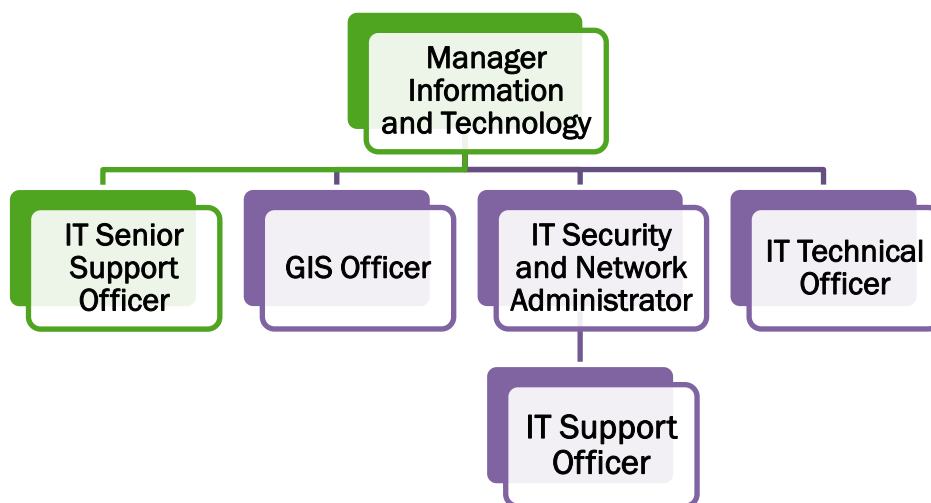
ABOUT THE ROLE

The Information and Technology (IT) Senior Support Officer is a second level support role that will utilise and expand upon your knowledge and experience in IT systems. The key focus areas are:

- Supporting users.
- Assisting the ICT Security and Network Administrator in the maintenance and support of digital systems such as Servers, Networking, IP Phones, PCs.

This role is a 12-month placement with the potential for ongoing employment opportunities.

WHAT YOU WILL BE DOING

Technical support	• Provide second level technical support and assistance to ensure the effective operation of computers, servers, networks, and peripheral equipment for the organisation, under the guidance of the Manager IT. • Assist in troubleshooting, diagnosing, testing and resolving system problems and issues. • Ensure ICT support requests are resolved in a timely manner and documented in the ticketing system.
Administration	• Ensure that existing ICT documentation along with all changes to processes and systems are reflected in the documentation and procedures at all times. • Identify, maintain, and catalogue the documentation for all of the Corporation's software and hardware. • Provide the IT unit with technical support in response to East Gippsland Water's IT operational requirements.
Risk Management	• Identify, assess, and proactively escalate any IT risks to the Manager IT within EGW's risk management framework. • Provide system support by following a process of investigation and analysis, using a high level of reasoning, judgement, interpretation, and problem-solving skill. • Identify discrepancies and potential high-risk areas to ensure adherence to standards and procedures. • Propose corrective action plans and improvements in resolving non-compliance with standards identified through monitoring and auditing of processes and procedures. • Provide recommendations for continuous improvements to IT policies and procedures.
Internal Expert	• Deliver high-level technical advice and support, focused on customer needs, to all stakeholders to ensure the integrity and performance of the system is maintained. • Provide mentoring and development opportunities to IT staff, including sharing knowledge and cross-skilling. • Assist with providing training to staff in Microsoft and other designated software applications. • Advise the Manager IT, as well as the IT Network and Security Administrator, on issues affecting the efficient IT operations of the Corporation.
Project Management	• Assist with the execution of ICT projects.
Leadership & Teamwork	• Complete work tasks with minimal supervision, and recognise when managers or staff should be consulted regarding proposed decisions and actions.

	• Duties that are performed outside of normal working hours are periodically required and expected. • Provide and pass on relevant knowledge and training to team members and other employees as required. • Communicate effectively between the team and other sections of EGW.
Culture, Values & Behaviours	• Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. • Facilitate in building a supportive and cooperative environment, one that recognises the value of collaboration. • Support a workplace culture that enables diversity, fair and inclusive practices • Represent and role model EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	• Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work. • Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. • Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.
Records Management	• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. • Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
• Demonstrated problem solving and analytical skills. • Sound understanding of ICT support processes and procedures. • Knowledge of Microsoft 365 administration and industry-standard operating systems, including Microsoft Windows and Windows Server software. • Understanding of Relational Databases, and local and wide area networks technologies. • Ability to identify ICT security concerns and escalate as required, while liaising with all levels of staff on technical issues to achieve quality outcomes	• Demonstrated experience in Microsoft 365 administration. • Experience in Active Directory administration. • Well-developed verbal and written communication skills. • Demonstrated ability to research, document and prepare reports. • Knowledge of virtualisation platforms • Experience in SAN infrastructure.

LEADERSHIP SKILLS

Required:	Desirable:
• The ability to undertake multiple tasks as direct by Manager IT to meet the needs of computer users. • Ability to analyse software and hardware faults and, implement steps to rectify problems and minimise downtime in operations. • Ability to facilitate change. • Capability to work independently, manage multiple priorities, and collaborate effectively within the organization.	• Ability to provide leadership to ICT team to resolve issues. • Management of IT related projects

INTERPERSONAL SKILLS

Required:
• Effective communication, interpersonal and customer service skills, focussing on the individual and organisational needs. • Conflict resolution skills with ability to provide motivation to other staff. • Be courteous, polite and respectful with fellow staff members and members of the public. • Ability to work within a team environment and maintain good relationships with fellow staff.

QUALIFICATIONS

Required:	Desirable:
• A tertiary level qualification in Information Technology/Computer Science, or relevant 5 years' experience.	• Commitment to professional learning and growth.

EXPERIENCE

Required:	Desirable:
• Relevant 5 years' experience.	• Experience in the public sector, preferably within the water industry

KEY SELECTION CRITERIA

1. Qualification in Information Technology computer science, or 5 years' demonstrated experience in an IT related field.

2. Customer focused with the skills and ability to be responsive to the need of internal and external customers and ability to maintain confidentiality.

3. Ability to manage conflicting priorities to ensure customer satisfaction.

4. Ability to identify ICT security concerns and escalate as required.

5. Sound understanding of ICT support processes and procedures such as ITIL.

6. Well-developed interpersonal skills combined with good verbal and writing skills ensuring the ability to work effectively with people at all organizational levels, in and outside of East Gippsland Water.

7. Positive attitude towards personal development including being accountable, innovative, passionate and united to achieve corporate objectives.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit Careers at East Gippsland Water | East Gippsland Water (egwater.vic.gov.au).