



JOB DESCRIPTION

TITLE: INFORMATION & COMMUNICATION TECHNOLOGY SUPPORT ANALYST

LEVEL: BAND LEVEL 4-5

RESPONSIBLE TO: MANAGER CORPORATE SERVICES

Position Status:	Contract – Full Time
Position Approved by: _____ Daniel Fletcher, Chief Executive Officer	
	_____ Date

POSITION OBJECTIVES:

The Information & Communication Technology (ICT) Support Analyst position is responsible for the maintenance & development of the ICT function across Council to support the achievement of Councils strategic objectives

KEY RESPONSIBILITIES:

- Facilitate the delivery of efficient and effective incident and problem management processes through the provision of timely advice and issues resolution
- Complete regular maintenance activities to ensure reliability of systems, software & hardware to support efficient Council operations
- Ensuring the addition, transfer and disposal of all ICT assets is recorded promptly and accurately in the asset register
- Manage the efficient disposal of assets ensuring compliance with environmental and data security legislation
- Actively investigate advancements in ICT and provide recommendations for adoption and upgrade to support efficient Council operations
- Assist with the development and implementation of ICT management strategies, procedures, programs, and tools to meet Councils objectives
- Identify user needs and provide training and guidance to support efficient use of ICT systems
- Coordinate the engagement process and monitor ongoing performance for external contractors providing ICT related services

- Provide GIS and associated technology support services ensuring data integrity is maintained.
- Assist in strategic planning and development of information platform dependent on GIS to enable effective service delivery.
- Meet all Workplace Health and Safety requirements and follow appropriate safety and health practices for self and others
- Effectively use Council's document management system ensuring all documents are filed in line with Council policy
- Perform other tasks as assigned by the Manager Corporate Services
- Operate within the Council's delegated authority manual

CLASSIFICATION CRITERIA

AUTHORITY AND ACCOUNTABILITY:

- Guided by the Manager Corporate Services, proffer specialist advice as and when required to ensure successful outcomes for day-to-day operations of the Council with regards to Systems & Services
- Accountable for recommending improvement opportunities to ensure the continued success of Council's Information Technology Systems and Services

JUDGEMENT AND PROBLEM SOLVING:

- Decision making is subject to detailed research analysis of the technology industry and market trends

SPECIALIST KNOWLEDGE AND SKILLS:

- Good understanding of network architecture
- Strong analytical and technical skills
- Advanced computer literacy skills
- Ability to resolve issues having elements of complexity with regard to Council requirements

MANAGEMENT SKILLS:

- Ability to manage minor projects through to completion
- Ability to work autonomously and/or in a team environment
- Ability to plan and manage time to achieve set objectives within set timelines

INTERPERSONAL SKILLS:

- Ability to relate professionally with a diverse range of people.
- Ability to communicate with influence
- Excellent verbal and written communication skills
- Strong customer service focus

QUALIFICATIONS AND EXPERIENCE:

- Post-secondary qualifications in Information Technology or related discipline.
- 2+ years of ICT experience in at least two disciplines

KEY SELECTION CRITERIA:

- Post-secondary qualifications in Information Technology or related discipline.
- 2+ years of ICT experience in at least two disciplines
- Confident individual with excellent interpersonal and communication skills including the ability to liaise with a diverse range of people and communicate with influence
- Advanced computer literacy skills
- Experience using a variety of GIS applications (ArcGIS & FME)
- A consistent high performer, results driven and customer focused
- Demonstrated self-management skills including effective time management and organisational skills to effectively plan and prioritise actions for outcomes
- Undertake Pre-Employment Medical and completion of a Criminal History Check.
- Current Northern Territory Driver's License.

CHANGES TO JOB DESCRIPTION:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of Council's work environment, including technological requirements or statutory changes.

Approved: Manager Corporate Services

Date:

Employee:

Date: