

Senior IT Support Officer POSITION DESCRIPTION



Position Number:	3339
Department:	Organisational Services
Section:	Corporate Technology Services
Unit:	Information Systems
Position Status:	Permanent Full Time
Classification:	Level 4 – Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	IT Service Desk Supervisor
Revised:	October 2025

General Position Statement

This position supports Council's direction by effectively and efficiently delivering support and advice for Council's technology systems and applications in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Prioritise and manage incoming support requests via the IT Service Desk phone queue and IT Service Desk solution.
- Provide advanced technical support and troubleshooting assistance to end-users via the IT Service Desk solution, IT Service Desk phone queue, or in-person to resolve complex hardware, software, and network issues.
- Assist in the resolution of software, hardware and network related problems in a timely manner and ensure relevant information is conveyed to the appropriate officer.
- Implement IT hardware and software to maintain Council's computing environment.
- Ensure that work practices and operational procedures are adequately documented.
- Coordinate and manage minor projects and work packages involving solution evaluation, implementation, and documentation.
- Act with a high degree of initiative to assist the IT Service Desk Supervisor.
- Act as a mentor to other members of the IT Service Desk team to ensure delivery of service and further the professional development of the team.
- Assist in developing and conducting user training sessions and workshops to improve end-users' IT proficiency and reduce recurring issues.
- Identify, discuss and implement innovations that add value to service and performance of the section.

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- Provision of high-level administrative and clerical tasks associated with the operations of the unit/section.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Knowledge and an understanding of work practices and operational procedures relevant to the work area.
- Practical working knowledge and understanding of Project Management.
- Appropriate knowledge and an understanding of Windows domain Network support and administration, networking concepts, Microsoft Operating systems, Microsoft Cloud Systems (Azure, Endpoint) and Microsoft Office Applications.
- Good communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Good time management, planning and organisational skills.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM) and the MS Office Suite.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.

Qualifications

- Qualification/s relevant to the duties of the position and/or relevant work experience and skills in an IT environment.

Special Requirements

- An ongoing condition of employment for this position is that the employee must meet the requirements necessary to possess an Aviation Security Identity Card (ASIC). To qualify for an ASIC, applicants must

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periodically submit to Police background, politically motivated violence and Australian citizenship checks (checks are arranged by Council).

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to participate in the IT Services' Oncall Roster to provide after hours emergency support for Council's systems and technology infrastructure.
- Ability to work in an office environment.
- Ability to work in an outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	