

Technology Infrastructure Security and Network Officer

POSITION DESCRIPTION



Position Number:	4021
Department:	Organisational Services
Section:	Corporate and Technology Services
Unit:	Information Systems
Position Status:	Fixed Term Full Time
Classification:	Level 5 – Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	IT Infrastructure Supervisor
Revised:	April 2026

General Position Statement

This position supports Council's direction by effectively maintaining Council's Technology Infrastructure through providing specialist and professional advice, analysis and support within Council 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.

- Protect Council's IT infrastructure and user base by providing strong Cyber Security practices and support including (but not limited to) Vulnerability Management, In-House SOC support and User Password management enhancements.
- Assist with managing and maintaining Council's Smart City network that includes Digital Banners, CCTV cameras and wireless access points.
- Resolve software, hardware and network related problems and ensure relevant information is conveyed to the appropriate officer.
- Implement new technology hardware and software to maintain Council's computing environment.
- In conjunction with other support staff, work towards creating an information technology environment that is stable, functional and effective and meets the requirements of the Council.
- Ensure that Information Technology procedures are adequately documented.
- Participate in moderately complex projects involving systems evaluations, modifications, documentation and performance monitoring.
- Apply knowledge, skills, tools and techniques to project activities to meet project requirements, including outcomes relating to time, budget and quality.
- 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.

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Position Requirements

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

Skills/Competencies

- Working knowledge and understanding of Network Environments, including:
 - Administration and support of LAN/WAN Environments.
 - LAN/WAN technologies and concepts; Cabling, TCP/IP, Internet Services, LAN/WAN Switching, Routing, Wi-fi, Telecommunications services, Mobile Phones and Telephony. Cyber security management
- Knowledge and developing understanding of Server Environments, including:
 - Administration and support of Microsoft Windows Domains.
 - Server technologies and concepts; including Active Directory, Group Policy, SCCM, Server Virtualisation (VMWare-ESX), SANs, Microsoft Exchange, Microsoft 365 Cloud services, , and backup management.
- Experience with implementing and maintaining complex IT infrastructure, Microsoft Operating Systems and Microsoft Office Applications.
- High level of knowledge of ICT Systems Administration practices and procedures such as systems security, documentation, performance monitoring and backup strategies.
- Demonstrated knowledge and experience implementing and managing cyber security controls, monitoring threats, and ensuring compliance with relevant security standards and frameworks (e.g. ISO 27001, Essential Eight).
- Experience as a project team member in an IT environment.
- Demonstrated ability to plan, organise and prioritise.
- Solid diagnostic and troubleshooting skills.
- 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.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- 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

- Degree qualification relevant to the duties of the position (IT related discipline) and/or demonstrated experience relevant to the position.

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Desirable Qualifications and Experience

- Relevant industry training and certifications

Special Requirements – Essential

- An ongoing condition of employment for this position is that the employee must meet the requirements necessary to successfully complete an Aviation Security Check. To qualify for an Aviation Security Check, applicants must 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 work in an office and outdoor environment.
- Ability to work on an 'on call' roster including after hours and weekends.
- 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.

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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:	