

IT Projects Support Officer

POSITION DESCRIPTION



Position Number:	4019
Department:	Organisational Services
Section:	Corporate and Technology Services
Unit:	Information Systems
Position Status:	Permanent Full Time
Classification:	Level 4 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	IT Projects & Digital Transformation Supervisor
Revised:	June 2026

General Position Statement

This position supports Council's direction by providing support for the ongoing planning, coordination, testing, training and implementation of projects relevant to Council's digital transformation program of work. This position provides high level project support to the IT Projects & Digital Transformation team in a professional, efficient, and confidential manner ensuring the development of good working relationships with major stakeholders and all staff.

Specific Responsibilities

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

- Analyse training requirements, develop lesson plans and deliver training sessions to end-users, ensuring consistent understanding of new and existing digital tools and processes.
- Assist in change management efforts by communicating updates, addressing user queries, and promoting adoption.
- Assist in transitioning projects to operational by implementing adequate governance models, defining roles and responsibilities and finalising documentation to ensure successful handover to business units and support staff.
- Continuous monitoring of digital transformation initiatives and provide necessary input or support to ensure these services are achieving their objectives.
- Actively engage with other areas of the Information Technology to ensure that a seamless and integrated support function is available to all internal and external stakeholders.
- Monitor performance following training sessions and ensure that all records are managed and are kept up to date with progress and records of completion.
- Collaborate with project managers, business analysts, and stakeholders to support the successful execution of digital projects.
- Develop test plans, coordinate User Acceptance Testing of new and existing systems and assist in triaging issues to resolution.
- Provide high level administrative support to the team, demonstrating a high degree of judgement, initiative, confidentiality and sensitivity.
- Assist with maintaining Project Risk and Issues registers.
- Assist the business in process improvements and finding efficiencies using standard techniques like Lean methodology and process mapping.

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- Raise awareness about the benefits of digital transformation across the organisation by facilitating communications, cross-functional collaboration, and knowledge sharing.
- 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

- Demonstrated understanding of training and development principles and practices relevant to the delivery of comprehensive training packages to diverse audiences.
- High level communication (oral and written), interpersonal, presentation and facilitation skills relevant to the position
- Practical working knowledge of specialist IT Project management and organisational skills.
- Knowledge or ability to quickly acquire knowledge and technical understanding of a corporate LMS.
- Proven training skills developing lesson plans, scheduling and delivering in-person and online training sessions.
- Demonstrated capacity to plan, organise, prioritise, achieve set goals and meet deadlines.
- Proven ability to maintain a high degree of confidentiality and sensitivity
- Demonstrated experience providing a range of high level administrative support.
- Thorough knowledge and understanding of Council Departments, policies, procedures and legislation requirements as they relate to the unit.
- Ability to effectively operate Council's computer systems including the Teams and the Microsoft365 Office Suite.
- Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
- 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.
- Time Management – Ability to plan and organise tasks/work to meet deadlines 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.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation

Qualifications and Experience

- Qualifications relevant to the duties of the position and/or demonstrated experience in education / training field.

Desirable Qualifications and Experience

- Experience in a local government environment.

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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*.

Special Requirements – Essential (IT BASED ROLES)

- 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).

Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- Ability to work with screen based equipment over long periods with prescribed rest breaks.
- 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:	