
POSITION	ICT Officer
EMPLOYMENT STATUS	Full-Time
CLASSIFICATION	Band 3 Level 2
EMPLOYMENT CONDITIONS	Goldenfields Water County Council Enterprise Award 2023
SECTION	Corporate Services
LOCATION	Temora
REPORTS TO	ICT Coordinator

To achieve the mission and vision of Goldenfields Water, Council and its employees have a core set of corporate values. These values benchmark the expected standards of behaviour and underpin and guide our everyday decision making and activities. Our corporate values are:

INTEGRITY TRUST RESPECT TEAMWORK CONTINUOUS IMPROVEMENT

POSITION OBJECTIVES

To assist the ICT Coordinator in the provision of high-quality ICT and OT functions and support across the Goldenfields Water organisation.

WITHIN SECTION

- You will assist the ICT Coordinator in the development, implementation and support of integrated ICT/OT systems and equipment, including but not limited to the governance, risk and implementation of best practice continual improvement processes. To share knowledge and experience to facilitate effective and efficient decision making.
- Assist with emergency after hours events, when and where required.
- Assist the ICT Coordinator in budget preparation and capital works programs.

WITHIN ORGANISATION

- To maintain high levels of communication with all other Departments of the organisation so that they can operate in a consistent, efficient, and professional manner.
- To ensure a professional and compatible work environment while providing a helpful, efficient, and courteous service to internal and external stakeholders.
- To provide a prompt response to inquiries from internal and external stakeholders.
- Assist the ICT Coordinator in managing the organisations cyber security compliance in accordance with the Security of Critical Infrastructure Act 2018 and all relevant regulations and best practice.
- Assist in the development, implementation, and improvement of the organisations third party applications, including but not limited mobile devices/platforms, that support internal and external functions of the Council.
- Ability to assist in the management, coordination, and control of special ICT/OT related projects.

KEY DUTIES AND KEY RESULT AREAS

Key duties include, but are not limited to:

- Assist in the coordination of the acquisition, installation, configuration, maintenance of Information Communication Technology (ICT) and Operational Technology (OT) infrastructure in accordance with industry best practice and Council requirements.
- Assist in the development of Standard Operating Procedures (SOP's) and implementation of training across Council relating to ICT and OT systems.
- Provide high level ICT/OT infrastructure support to assist with efficient and effective running of ICT/OT systems and processes across the organisation.
- Assist in the review and Maintenance of the Disaster Recovery Plan to support Council's Business Continuity Plan.
- Analyse current and emerging IT security issues including security trends, vulnerabilities and threats and recommend appropriate action.
- Lead targeted risk assessments and audits of new and existing services and technologies and provide advice to management to enable informed risk management decisions.
- Assist the ICT Coordinator in ensuring that the appropriate security technologies, frameworks, policies and training programs are in place to protect the organisation's systems and information.
- Assist in the development, implementation and review of ICT specific policies, procedures, plans and strategies.
- High level engagement with third-party vendors in line with Council's Vendor Management Framework.
- Assist with the management, integration, and maintenance of Councils financial, corporate and water billing ICT/OT software management systems.
- Prepare ICT documentation including business cases, specifications, tenders and Council reports.
- Assist in preparation of the budgets and capital works programs.
- Assist with the management of Council's ICT/OT software licenses and routine payments of related invoices.
- Liaise with internal and external customers.

CORPORATE REQUIREMENTS

- Maintain work, health, safety and environmental policies and procedures to ensure commitment in promoting and practicing work, health, safety and environment protection.
- Maintain awareness and compliance with Council's Code of Conduct and policies, including the EEO Policy, Anti-Bullying and Harassment Policy, and relevant risk management protocols.
- Willingness to undertake and commitment to continuous improvement.
- Work flexibility to meet the demands of the organisation.
- Adhere to corporate record keeping requirements.
- Contribute to the creation of a high-performance culture where accountability, innovation, change and excellence in service delivery are valued.

INFORMATION MANAGEMENT

The employee will not divulge any confidential information about Council either during or after the term of their employment with Council.

KEY SELECTION CRITERIA

ESSENTIAL CRITERIA

- Degree in Information Communication Technology and/or equivalent tertiary qualifications and/or relevant experience.
- Demonstrated experience in Cyber Security and/or related discipline.
- Demonstrated experience in ICT/OT infrastructure planning and development.
- Proven ability to create and maintain documentation to an excellent standard.
- Proven ability to efficiently troubleshoot in break/fix scenarios.
- Proven ability to effectively prioritise and execute tasks in a high-pressure environment to drive results.
- Proven high level confidentiality, integrity, professionalism, and attention to detail.
- Excellent written and verbal communication skills for a variety of audiences.
- Demonstrated understanding of and commitment to EEO and WHS principles and practices.
- Current NSW Class C Licence.

DESIRABLE CRITERIA

- Demonstrated experience in developing and monitoring ICT budgets.
- Certification in ITIL and/or CompTIA Network+, Server+, Security+ or equivalent.
- Demonstrated experience working with Windows server and Linux server operating systems.
- Demonstrated experience working with server virtualization technologies.
- Demonstrated experience working with networks (Routing/Switching/Firewall).
- Demonstrated understanding of local government responsibilities and processes.
- Demonstrated experience in Civica Authority, Microfocus Content Manager, Veeam, VMWare, M365.