

Role Charter

POSITION:	INFORMATION TECHNOLOGY INTERN
Reports to:	Manager Enterprise Architecture
Accountable to	Executive Manager Customer and Digital Services
Directorate:	Customer and Digital Services
Date revised:	November 2025

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To undertake an internship program in our Enterprise Architecture team, supporting Council's data-driven decision-making by assisting in the collection, preparation, analysis, and reporting of business data. This role helps build and maintain dashboards, perform basic analytical tasks, and contribute to improvements in data quality and reporting processes, all while actively learning analytics tools, methods, and best practices, and undertaking Certificate IV level study in Information Technology.

Core Accountabilities

1. Assist in the analysis and interpretation of data from multiple systems to identify trends, patterns, and insights that supports data-driven decision making.

2. Assist with the development and maintenance of data models, dashboards, and reports using Power BI and other analytics tools, ensuring accuracy, clarity, and alignment with Council's data standards and architecture.
3. Support the enhancement of Council's Azure data environment, ensuring data quality, reliability, and performance.
4. Work with stakeholders across the organisation to understand and support reporting needs and data solutions.
5. Successful progression through the relevant Certificate IV level studies and appropriate application of skills in the workplace.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Analytical thinking and problem solving, with strong attention to detail.
2. Basic understanding of data analysis concepts.
3. Genuine interest in information technology, data and information management.
4. Effective verbal and written communication skills.
5. Proven ability to work effectively as a member of a team and contribute to team goals.

Desirable Criteria

1. Beginner familiarisation with data visualisation tools such as Power BI.
2. Willingness to learn Council's data analytic tools.

Date:

Agreed:

Employee Name

Employee signature

