

POSITION: GRADUATE INFORMATION TECHNOLOGY

REPORTS TO: COORDINATOR DIGITAL SYSTEMS AND SERVICES

ACCOUNTABLE TO: MANAGER ICT OPERATIONS

GROUP: CUSTOMER AND DIGITAL SERVICES

DATE REVISED: NOVEMBER 2024

ROLE CHARTER

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 me.



BE WELCOMING

Care for me as a person, not a task or a number.



BE OPEN MINDED

Listen to me and work with me to find solutions.



LOOK OUT FOR ME

Thoughtfully anticipate what will make my days go smoother.



KEEP YOUR PROMISES

Follow through on your commitments to me.

PRIMARY PURPOSE

To undertake a graduate program in our Digital Systems and Services team, performing a variety of information technology functions including IT end-user support and troubleshooting, security systems, network and systems administration, business solutions and other general IT duties.

CORE ACCOUNTABILITIES

1. Provide technical advice to internal stakeholders on a range of information technology products and services.
2. Troubleshoot and resolve where possible, end-user hardware, operating systems and software related problems.
3. Guide staff and councillors in the use of end user devices and software applications and participate in training staff and councillors to enhance their effective use of technology.

4. Contribute and assist with the research, planning, development and implementation of IT projects where required.
5. Provide assistance to the Digital Systems and Services team by supporting and working across varying roles including Helpdesk support, Cyber Security, System Engineering, Network Engineering, Data modelling and architecture design.
6. Develop and maintain productive, professional relationships with colleagues, management, staff, service providers and other stakeholders.

To undertake any other duties, projects or tasks as directed by the Team Leader/Coordinator which are within the employee's skills, competence and training.

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

ESSENTIAL CRITERIA

1. Completed degree level qualifications in Information Technology or related discipline within the previous two (2) years.
2. Contemporary industry experience providing information technology services in a customer driven environment.
3. Demonstrated experience working with contemporary end-user hardware and software applications including Microsoft 365.
4. Demonstrated experience in the research, analysis and presentation of information.
5. Proven ability to work productively as a member of a team and contribute to team goals.
6. Contemporary experience to effectively prioritise tasks, meet deadlines and continuously improve.

DESIRABLE CRITERIA

1. Previous experience in information technology environment.
2. Class C driver's licence.

Date:

Agreed:

Employee Name

Employee signature

