

Position Description

POSITION TITLE	Generalist, ICT and Records
POSITION NUMBER	101021
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 5
POSITION TYPE	Permanent Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Corporate Services / ICT
LOCATION/S	Alice Springs
SUPERVISOR	Senior Coordinator, ICT and Records
POSITIONS SUPERVISED	This position has no direct reports

PRIMARY OBJECTIVE

The Generalist, ICT and Records is responsible for efficient and effective Information and Customer Services support services including ICT, Records Management and training to CDRC employees in accordance with Central Desert Regional Council strategic and regional plans, policies, procedures and relevant legislation.

KEY DUTIES AND RESPONSIBILITIES

1. Provide high quality customer-focussed ICT Service Desk Support, ensuring satisfactory resolution of problems and escalate issues with service providers as required.
2. Assist, where required, in the delivery of the ICT strategy and service plan.
3. Research, plan, develop, review, recommend and install computer hardware and software systems.
4. Assist in the administration and support of the Local Area Network, including data management and printing facilities, e.g. Active Directory.
5. Capture and monitor detailed Service Desk records and analyse information, taking preventative action to ensure Service Levels are met and recommending service improvements.
6. Create and maintain accurate, up to date asset and service registers of all ICT equipment and services.
7. Develop, maintain and apply standardised procedures for all Service Desk functions.
8. Provide ICT and Records Management training, guidance and advice to all employees including new employee induction and adhoc training as required.
9. Provide system administration support for InfoXpert and other Information Systems as required – managing security and access, tasks, workflows and reports, folder management and naming conventions, etc.
10. Deliver the annual ICT audit program to assess organisational compliance with policies, procedures and legislation.
11. Liaise with Records Management vendors to troubleshoot and resolve user issues.
12. Manage all incoming and outgoing mail registration and management.
13. Be engaged in an effective and proactive health, safety and wellbeing culture.
14. Any other reasonable duties delegated by the Supervisor which are within level.

SELECTION CRITERIA

Essential

1. Certificate IV in ICT/Records Management or related discipline and/or extensive knowledge and skills gained through on-the-job training.
2. Ability to work with all levels of employees and management to achieve operational outcomes in a professional, customer focussed manner.
3. Demonstrated experience in developing, advising and supporting managers and employees in information technology hardware, software, internet systems and/or records management.
4. Well-developed knowledge and skills in the use and administration of ICT systems, hardware and software including Microsoft Office and Electronic Document Management Systems.
5. Demonstrated strong analytical and problem solving skills and demonstrated ability to analyse and interpret ICT and record management data and recommend solutions and improvements.
6. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
7. Current Class C Licence and willingness to travel to remote communities.
8. Ochre Card

Desirable

1. Knowledge and expertise in Local Government Records Management practices.