

Position Description – IT Operations Trainee

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.

Employee Name: TBC

Date PD Issued: 22/12/2022

Position: IT Operations Trainee

Host Employer: Bass Coast Shire Council

Supervisor: TBC

Host Employer Address: 76 McBride Avenue WONTHAGGI Vic 3995

Westvic Staffing Solutions Field Officer: Katherine Cousins

Refer to Bass Coast Shire Council attachment

- **Key Responsibility Areas**
- **Key Selection Criteria**
- **Competencies**
- **Organisational Relationships**
- **Accountability and extent of authority**
- **Pre-Employment Checks**

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Cooperate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that is provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay

Additional Information:

- **Hours Per Week:** 38
- **Days per Week:** Monday- Friday
- **Award / Agreement:** National Training Wage Level A & Bass Coast Shire Council EBA
- **Superannuation:** 10.5%
- **Commencement Hourly Rate:**
- **Allowances**

Copy to: Employee

Host Employer

Main File

IT Operations Trainee

Position Description

IT Operations Trainee

Classification

Trainee

Status (FTE)

Fixed Term (1.0)

Division

Business Transformation

Occupant

Vacant

Date

January 2023

Our Values

excellence

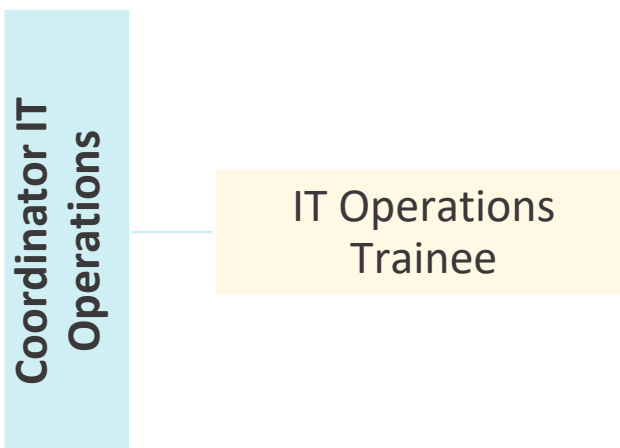
passion

imagination

integrity

Courage

Organisational relationships





Key responsibility areas

- Successful completion of all necessary modules and practical work in accordance with the requirements of the Traineeship.
- Problem Resolution, including diagnosis, research, testing, final fix, and communication back to the user and to the Coordinator IT Operations of final fix.
- Hardware Support including configuration and relocation of workstations, printers, and peripheral equipment.
- Basic Software Support including responding to user requests, software installation and configuration.
- General assistance with IT related tasks and projects, including safe testing of new software or hardware products.
- General participation in IT related process development and review, including writing basic work procedures
- Help the organisation to deliver its objective in the Climate Emergency Action Plan 2020-30 of zero net emissions over the next 10 years through maintaining sustainable work practices.
- Other duties as directed within the skills and abilities of a position at this level.

Key Selection Criteria

Selection will be based on the following **key selection criteria**; however, reference will also be made to other listed skills, knowledge, and attributes as required in the position description.

- Ability to complete a TAFE level Certificate in Information, Digital Media and Technology.
- Enthusiasm for a career in IT.
- Computer literacy and IT awareness.
- Written communication skills.
- Verbal communication and interpersonal skills.
- Victorian Driver's License would be an advantage.
- Completion of Year 12 (VCE) or equivalent.





Accountability and extent of authority

Specific guidelines will be followed, and work will be carried out under routine supervision utilising basic skills. May contribute to emergency management activities when required and directed by the General Manager.

Competencies

Judgement and decision making

Work procedures will be well understood, clearly documented and readily available. Guidance and advice are always available

Specialist Skills and Knowledge

May require an understanding of the team's and organisation's fit within the organisation, including relevant policies and procedures

Management skills

Outcomes are achieved by managing time, planning, and organising own work.

Interpersonal skills

Relate to others using effective communication tools in resolving minor problems.

Qualifications and experience

Basic on the job training.

Pre-Employment Checks

Applicants will be required to undergo pre-employment checks including but not limited to a Police Records Check, Working with Children Check and compliance with COVID Vaccination mandates.





Performance Criteria

Performance criteria will be developed within the first three months of appointment, recorded, and reviewed in accordance with Council's Performance Development Policy and Framework.

Child Safety Statement

Bass Coast Shire is committed to the safety and wellbeing of children.

We support and respect all children, as well as our staff, contractors, and volunteers. Our organisation is committed to preventing child abuse by identifying risks early and intervening to address these risks. We are committed to the safety of all children, particularly those from diverse backgrounds, including Aboriginal and Torres Strait Islander children, children who are culturally and linguistically diverse, and those with varying needs and/or disabilities.





Position Description Acknowledgement

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name: _____

Employee Signature: _____

HOST EMPLOYER:

Host Employer Name: _____

Host Employer Signature: _____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name: _____

Westvic Staffing Solutions Representative Signature: _____