

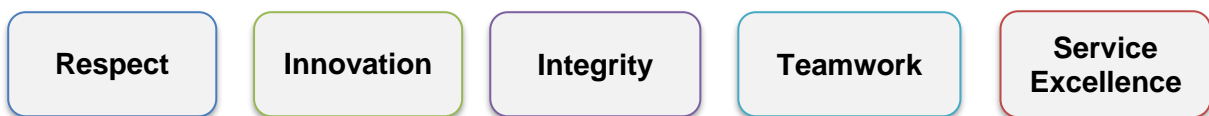
# GLENELG SHIRE COUNCIL

## POSITION DESCRIPTION

<b>Position Title:</b>	Information Technology Trainee
<b>Department:</b>	Corporate Services
<b>Unit:</b>	Information Technology
<b>Date Reviewed:</b>	September 2022
<b>Award:</b>	National Training Wage

### **Values & Behaviours**

Glenelg Shire Council is a values-based organisation that aims to attract, develop and retain people with ability, passion and potential within a culture of continuous learning and high performance.



### **Equal Employment Opportunity and Human Rights Principles**

Glenelg Shire Council is an equal opportunity employer who embraces diversity through our organisation and community. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. Glenelg Shire Council is committed to the Human Rights principles and responsibilities of freedom, respect, equality and dignity.

### **Child Safe Standards Commitment**

Glenelg Shire Council is committed to the safety, participation and empowerment of all children. Reducing and removing the risk of child abuse will be at the centre of our decision-making concerning children in our organisation.

Council has zero tolerance for child abuse and all allegations and safety concerns will be treated seriously and acted upon. Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives. This approach is reflected in Council's Community Engagement Framework and Youth Charter.

### **Position Objectives**

- To actively participate and successfully complete Certificate III in Information, Digital Media & Technology
- Provide efficient and effective help desk support for hardware and software applications to meet organisational and customer requirements.
- Provide support, configure and maintain Council's computer network operations across the Organisation.

### **Key Responsibilities & Performance Standards**

The key responsibilities and performance standards may be modified from time to time to ensure that the desired outcomes are in accordance with the Annual Plans which seek to achieve Council's stated goals as identified in its Council Plan. Under guidance and instruction the trainee will assist in activities which encompass, but are not limited to:

#### **OUR VALUES**

Respect | Integrity | Teamwork | Service Excellence | Innovation



# Information Technology Trainee

## Position Description

- Provide a point of contact for user's help desk support, both via phone and in person.
- Provide hardware and software support for council's staff.
- Provide training in software applications for staff, where required.
- Carry out the loading, configuration and maintenance of software.
- Complete work and study to complete a Certificate III Qualification.
- Maintain accurate timesheets and other records as required or as directed by Team Leader.
- Participate in all mandatory training requirements within the organisation.
- Ensure all work is carried out to a high standard and within the required deadlines.
- Ensure all work is carried out in accordance with Council policies, procedures and delegations.
- Guidance and advice will always be available when completing tasks.
- Ensure work is planned and prioritised to meet deadlines.
- Follow Occupational Health and Safety requirements for all work performed.
- Be an enthusiastic learner with all required tasks.
- Communicate effectively with team members and nominated supervisor

The Manager may direct the Trainee to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the trainee's skill base.

### **Confidentiality**

The Trainee must not, whether during or after the Trainee's employment with the Council, make any improper disclosure or use of:

- Any information or trade secrets of the Council;
- The position of the Council or of any Councillor or Council Trainee on any confidential matter; or
- Any other information whatsoever, the disclosure of which may be detrimental to the interests of the Council or of any other person who has provided it to the Council on a confidential basis, unless the Trainee is required to disclose the information by law. The Trainee must use the Trainee's best endeavours to prevent the improper publication or disclosure or use of any such information by anyone else.

### **Organisational Relationships**

**REPORTS TO:** Team Leader IT

### **Employee Risk Management Responsibilities (including OH&S)**

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions;
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act;
- Not wilfully or recklessly interfere with or misuse anything provided in the interest of health and safety;
- Not wilfully place at risk the health and safety of any person at the workplace;
- Report all safety hazards and risk exposures, including losses to their supervisor;
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control;

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## Information Technology Trainee

### Position Description

- All staff are required to actively reduce Council's exposure to losses related to security, public liability and professional indemnity and reporting areas of concern.

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Victoria's Birthplace



# Information Technology Trainee

## Position Description

### **Key Selection Criteria**

- Desire to successfully complete a Certificate III in Information, Digital Media & Technology.
- Excellent communication, presentation and interpersonal skills.
- Experience in a customer service role would be advantageous.
- Training or experience in Microsoft Windows operating systems, including networks and applications is desired.
- Passion for the IT industry.
- Knowledge of and experience with Local and Wide Area Networks (LAN and WAN) is highly desirable.
- Ability to work as part of a team
- Good written communication skills
- Ability to operate office equipment and technology
- Satisfactory police records check & Working with Children Check

### **Signed**

.....  
Trainee's Name

.....  
Trainee's Signature

.....  
Date

.....  
Manager's Signature

.....  
Date

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# Information Technology Trainee Position Description

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