Position:	**ICT Support Technician**
Classification:	Band 5
Salary Range:	$63,060 -$71,632 plus 9.5% superannuation
Term and Employment Type:	Full Time Permanent *Flexible work arrangements available subject to negotiation*
Starting Location:	Foster Office. Other starting locations available subject to negotiation
Reports to:	ICT Team Lead in the ICT & SCADA Department, ICT Team
Position Overview:	This role is part of a multi-functional team responsible for the management of Corporations ICT infrastructure and business systems. The role provides quality level 1-2 end user support across a wide range of devices and services across the SGW service region.
Organisational Overview:	As a public sector entity, South Gippsland Water (SGW) is a Victorian Water Corporation responsible for water and wastewater service provision for over 30,000 customers located in 22 towns across a service delivery area of more than 4,000 square kilometres. We manage, maintain and operate 10 water and 11 wastewater systems. **Our Purpose** We provide sustainable water services that are essential to the prosperity and wellbeing of our communities and natural environments. **Our Vision 2023** Our customers value the services and outstanding customer experiences proudly delivered by our capable and committed teams *South Gippsland Water is an equal opportunity employer and is committed to promoting a diverse, inclusive and flexible work environment.*
Knowledge, Skills and Abilities	2+ years' experience with a broad range of computer software and hardware in a corporate environment - Experience administering and supporting Office365 and other Corporate Business Systems - Good knowledge of current ICT technologies and devices - Experienced problem solving, interpretation, reasoning and judgement skills with an ability to identify problems and recommend improvements to systems, procedures, and processes. - Proven time management skills with the ability to set individual priorities, coordinate and manage concurrent tasks, plan and organise tasks and set work schedules to ensure objectives are met within the prescribed timeframe and to maintain work output in times of increased workloads

Personal attributes	- Takes ownership of issues and is accountable for progress and resolutions - Self-motivated and well organised - Ability to provide excellence in customer service standards - Ability to work as an individual or as an effective member of a team - Flexible and adaptable in managing work methods and work loads - Able to communicate with a variety of audiences both verbally and written - Well-developed problem solving capabilities

Key Responsibilities: As a member of the ICT Team this position is primarily responsible for:

- Providing support to staff in the use of SGW ICT infrastructure, services and systems
- Manage the selection, replacement, configuration and useability of end user ICT devices.
- Take ownership of and actively monitor and manage device security including applying regular security updates and compliance with endpoint policies.
- Provide user training in the use of ICT technologies, applications and security awareness.
- Manage relationships with various external service providers
- Manage and maintain records of ICT assets to facilitate efficient provisioning and ongoing support.
- Complying with all applicable SGW Policies and Procedures;
- Contributing to continuous improvement of ICT processes, systems and communications;
- Ensure reasonable care is taken for own health and safety as well as the health and safety of others. Operate consistent with SGW Occupational Health and Safety policy and procedures at all times.
- At all times adhere to the Victorian Public Sector (VPS) Code of Conduct and model the South Gippsland Water *Behaviours for Growth; and*
- Complete work at level as assigned that may differ from responsibilities described in this position description subject to consultation and reasonable support and re-training where required.

Qualifications:	IT Diploma &/or relevant work experience in an IT environment (2+ years)
Safety Licences:	As applicable to role where mandated by legislation or SGW policy.
Pre-requisites:	Satisfactory National Police Check. If having resided outside Australia in the past ten years for one year or more, an international police check will be required. Must hold a valid Victorian Drivers' licence
Key Selection Criteria:	1. Proven ability to investigate and resolve technical issues both remotely and onsite 2. Demonstrated sound technical skills and ability to support Microsoft Windows desktop infrastructure 3. Demonstrated experience working with Microsoft Server operating systems in a domain network environment 4. Possess exceptional communication skills including professional telephone manner, reliable and consistent time management skills 5. Understanding of basic TCP/IP networking

I have read and understand the contents and obligations of this position description. I understand that I have an obligation to comply with all Corporation policies and procedures. I also understand I have an obligation to behave consistent with the VPS Code of Conduct and model the SGW Behaviours for Growth.

Employee Name: _____

Employee Signature: _____   Date: _____

General Manager Signature: ____ _____   Date: __7/1/2019____