

Job title: IT Systems Analyst	
Classification: Band 6	Effective Date: June 2024
Reports to: IT Service Operations Coordinator	Tenure: Permanent Full Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The position is responsible to provide professional high quality support and consultation to the users of the computing, network, mobile and communications facilities throughout the organisation. The position supports and partners with the organisation in the development and enhancement of the end user devices, including desktops, laptops and mobile devices. Working in a customer focussed IT team, the role provides professional advice to customers to align the business processes and system needs of the organisation.

Key Responsibilities

Position Specific Responsibilities

- Provide technical support for Information Technology hardware and software in line with vendor specifications and recommendations. This may include but is not limited to end user devices, mobile and access issues, device and component substitution, installation, upgrades, maintenance and replacement of hardware and software.
- Perform diagnosis of Desktop hardware faults so as to isolate faults.
- Co-ordinate and perform the rollout of end user devices, including asset registration, standard device image deployment and allocation.
- Diagnose and resolve problems raised by customers via the service desk process ensuring compliance to all applicable service level agreements (SLAs).
- Research, evaluate, and provide feedback and recommendations on problematic trends and patterns in customer support requirements.
- Maintain customer incident and problem tracking and resolution information.
- Develop customer support policies, procedures, and standards.
- Assist in the coordination and implementation of programs for the training of staff in the operation of end user devices, mobility devices, software and applications.
- Ensure the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services.
- Provide timely assistance and support to the Service Desk Analysts and other Information Technology personnel.
- Ensure optimum performance of all computers throughout the Council by performing periodic audits of those computers and resolving any deficiencies.
- Assist in the preparation of proposals for the utilisation and implementation of new products, which will provide a significant benefit to the Council.
- Assist in the monitoring of the implementation of these new hardware and software products throughout the Council, including training.
- Manage the installation and integration of systems fixes, patches and updates.
- Manage accounts, network rights, and access to on premise and cloud systems.
- Manage systems resources including performance, capacity and availability.

- Troubleshoot and resolve technical problems with the delivery of services.
- Produce technical designs, documentation, upgrade schedules and maintain and deliver patching procedures.
- Collect, analyse and report on lifecycle management and performance statistics.
- Provide input into the implementation and ongoing development of the Standard Operating Environments (SOE), including computers and mobile devices.
- Provide support to corporate applications and operational software systems.
- Participate in projects under the direction of the senior Information Technology staff.
- Be proactive and provide Service Desk support following ITSM and ITIL practices.
- Assist with resolving problems and provide support for team and Council meetings.
- Provide input into the continuous improvement of services and provide assistance in the development and implementation of process improvements as required.
- Keep abreast of new computing technologies which may benefit Council.
- Maintain technical knowledge of the computing and mobile technologies.
- Be perceptive and aware of the computer and mobile environment, to recognise the need for changes and highlight where changes improve productivity and service.
- Understand the operations and services of a dynamic team and be able to work in a team environment whilst making a positive contribution.
- The incumbent in addition to performing the duties outlined, may from time to time, be required to perform other works as required that, in the opinion of the employer falls within the scope of the incumbent's classification and capabilities.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Authority

Budget: Nil

Staff responsibility: Nil

Decision Making:

- The position is accountable to the IT Service Operations Coordinator and is required to operate with a high degree of professionalism, solving problems using procedures and guidelines and making operational decisions under general supervision and direction of the IT leadership team.
- Problems may be of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required using technical knowledge or knowledge acquired through relevant experience.
- The incumbent must be aware of the normal operation of mobile and computing devices within Council and be able to make decisions regarding the operation of those devices with a high level of expertise. Guidance and advice will be available within the time required to make a decision.

Key Relationships

- The incumbent liaises with staff at all levels within the organisation including the Information Technology Manager, Executive, Managers, Business Support teams and the user base. The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- The position may require contact with residents and community group representatives on matters relating to the Whitehorse computer systems.
- The position will liaise with all IT support staff, suppliers and Whitehorse City Council employees.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Post-secondary qualification relevant to the position or similar combined with demonstrated successful experience in supporting Microsoft Windows Servers and Workstations, administration of end user device imaging (eg SCCM), and exposure to virtualisation technologies.
- Experience in measuring performance of systems.
- Certification in Microsoft Operating Systems and software products.
- Demonstrated exposure to hardware and software fault definition and resolution.
- Demonstrated experience supporting software, devices and systems.
- ITIL training and qualifications would be an advantage.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Technology

- Knowledge and experience with the standard operating environments being used within Council, including experience with the identification and resolution of computing and mobile SOE failures, problems and image deployment.
- Proven ability to manage end user devices, including the deployment of hardware and software associated with end user devices.
- Must have a detailed and demonstrated understanding of Microsoft Windows Operating Systems, Microsoft Windows Server Operating and Microsoft Azure.
- Knowledge of Apple and Android Operating Systems and related technologies.
- Excellent working knowledge of Microsoft Office, Adobe and relevant software.
- Proven ability in the installation, maintenance and configuration of Microsoft based desktop operating systems and Mobility devices operating systems.
- Proven ability using computing and mobile device imaging software and systems.
- Technical and analytical skills in the area of computer and mobility administration.
- Ability to follow project work plans and prioritise work commitments.
- Experience and formal training in Council's Core Information systems (Computron, Pathway, and HP Records Manager etc) is desirable.

Interpersonal

- Good communication skills, both verbal and written.
- Proactive in keeping management informed of issues that impact service standards.
- High initiative and willingness to learn.
- Ability to manage time, prioritise allocated work tasks and respond effectively in busy periods.
- Skill to work autonomously and as an effective member of a team.
- Ability to liaise effectively with staff and suppliers and gain assistance from staff, clients and contractors.
- Ability to operate with patience and empathy when under pressure.
- Ability to support strategies, programs and policies of the IT team and Council.
- The position may be required to attend out of hours meeting.
- The position may be required to work from different locations within the municipality.

Leadership/management:

- The successful applicant must have skills in managing time, setting priorities, planning and organising their own work so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Must provide appropriate scheduling of IT tasks to IT support staff.
- Ability to work as an effective member of a team.

Key Selection Criteria

1. Relevant tertiary or post graduate qualification in the area of Information Technology or similar.
2. Knowledge of ICT trends, issues and opportunities particularly those related to IT service operations, end user device and mobile support management.
3. Demonstrated ability to produce technical instructional documentation with a high level of written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation.
4. Demonstrated ability to deploy end user device images, manage end user devices (desktops and mobility) and to support Microsoft products.
5. Demonstrated ability to provide first and second level Service Desk support and provide effective technical troubleshooting techniques while adhering to agreed SLAs.
6. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.

Physical Requirements

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments: