

Role Description

Position Title Senior ICT Infrastructure Officer

Position Number

Purpose of Role

Provide technical leadership in the identification, review, implementation, maintenance and support of Information, Communication and Technology (ICT) infrastructure services within Moreton Bay Regional Council.

Specific Responsibilities

Provide technical leadership and direction for the maintenance of existing systems and development and implementation of new systems.

Undertake research and provide specialist technical advice on new and emerging technologies relevant to Council's infrastructure and strategic direction.

Produce reports to assist with trend analysis, security compliance and capacity planning.

Design, plan, document and implement a range of systems including Windows and server infrastructure, virtualised environments, Citrix, storage area networks, disaster recovery plan and security frameworks and backup strategies.

Facilitate the successful completion of ICT projects as required.

Provide a point of escalation and high level support for team members and the customer support team, and assist with mentoring and developing other staff.

Drive the development of comprehensive documentation for Council's networks and computer systems.

Participate in the ICT on-call roster to provide remote on-site assistance as required.

Work Experiences and Skills – essential

Demonstrated relevant experience in a similar role or a role requiring a similar skill set.

Significant experience in supporting a complex technical environment and in implementing major new ICT systems.

Well developed skills in the Microsoft technology stack, storage and server systems, virtualisation technologies, system security, fault analysis and problem resolution.

High level people and relationship skills with demonstrated ability to work in a team environment communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service.

Academic, Trade Qualifications and other Licences – essential

Degree qualification in Information Technology or other relevant field.

Current C class driver's licence.

Recordkeeping

In accordance with Council's recordkeeping guideline, ensure that full and accurate records are made of all business transactions conducted on behalf of Council and that these records are appropriately kept and stored in the appropriate corporate information management systems.

Health, Safety and Environment

Ensure your safety and that of your work colleagues at work whilst complying with Council's workplace health and safety policies, procedures and practices. At no time are you to perform work duties in an unsafe manner. You must always ensure all risks associated with your work tasks are identified and control actions are implemented before work commences.

Work Location

You may be required to perform your role from any work location within the region.

Diversity Undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

Organisational Expectations

