

University Student - Digital Services

Position Description

Directorate	Community and Environmental Services	Department	Cultural Services
Reports To	Digital Services Lead	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 1

Position Purpose

This position will provide general project and operational support to the Digital Services team.

Key Responsibilities and Outcomes

As a University Student in the Digital Services Branch you will:

- Support in the delivery of digital services, including hardware and software across seventeen locations.
- Provide general ICT and project support to the Digital Services Lead.
- Participate in staff training and development and contribute to a positive working environment.
- Work cooperatively within a team-based environment.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Enrolment and progression towards a tertiary qualification in ICT and/or project management.
- Demonstrated administration, organisation, processing and time management skills.
- Demonstrated communication skills, including written, presentation and verbal skills.
- Demonstrated experience in building relationships with internal and external stakeholders, with a strong focus on provision of quality customer service.
- Demonstrated ability to support hardware and software maintenance for staff and public hardware and applications.
- Understanding project management methodology and supporting functions.
- Proficiency in the suite of Microsoft Office and design applications, including: Word, Excel and Outlook. Understanding of Power BI is advantageous but not a requirement.
- Ability to work constructively in a fast-paced work environment and contribute positively to a team.
- Demonstrated ability to use initiative and discretion in carrying out tasks and upholding confidentiality.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.