

<b>POSITION TITLE:</b>	Trainee ICT Support	<b>POSITION NO:</b>	2508
<b>EMPLOYMENT TYPE:</b>	Maximum Term Full Time		
<b>CLASSIFICATION:</b>	Traineeship		
<b>CERTIFIED AGREEMENT:</b>	Officers	<b>AWARD:</b>	QLGIA
<b>DEPARTMENT:</b>	Finance and Corporate		
<b>BRANCH:</b>	ICT and Fleet		
<b>REPORTS TO:</b>	Systems Administrator		

**ORGANISATIONAL VALUES:**  Honesty  Respect  Accountability  Integrity  Unity

## 1. PRIMARY ROLE

This is a training position. The traineeship will cover a twelve (12) month period. Continued employment on completion will be subject to organisational needs and cannot be guaranteed.

Throughout the traineeship the trainee will be required to complete a Certificate III in ICT whilst gaining ICT and Administrative experience through day-to-day activities in Council's Operations.

## 2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Commitment to undertake all training requirements and successfully complete a Certificate III in Information Technology whilst gaining ICT and administrative experience through day-to-day activities in Council's Operations.
2. Maintain a record of training such as a training record book.
3. Assist under direction, in day-to-day ICT tasks and activities.
4. Provide a high level of client service at all times, to both internal and external clients.
5. Complete additional activities and reasonable directions given by management.

## 3. ADDITIONAL FACTORS

- Level of fitness required to undertake a broad range of physical tasks.

## 4. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence
- Successful completion of year 10 school certificate

## 5. KEY SELECTION CRITERIA

1. Commitment to learn new skills and to complete a formal qualification in ICT
2. Sound literacy and numeracy skills
3. Sound communication skills
4. Proven ability to follow direction and at times work with minimal supervision
5. Ability to work effectively in a team environment

**WORKPLACE HEALTH AND SAFETY**

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Councils procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

**CUSTOMER SERVICE**

The employee will provide excellent customer service to internal and external customers.

**FRAUD, CORRUPTION AND RISK MANAGEMENT**

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

**INTELLECTUAL PROPERTY**

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

<b>AUTHORISATION</b>	
<b>Acting General Manager Finance and Corporate:</b> Kerri Anderson	Signature: 