

# Position Description

## Information Technology - Infrastructure Administrator

(2-year fixed term contract)



|                                   |                    |
|-----------------------------------|--------------------|
| Directorate                       | Corporate Services |
| Location                          | BERRIGAN           |
| Classification/Grade/Band         | Grade H            |
| Position Code                     | IT_IA              |
| Date position description updated | 17 July 2025       |

### Council overview

The Berrigan Shire Council is a rural community with a population exceeding 8,500 and comprising the four towns of Finley, Berrigan, Tocumwal and Barooga; bordered by the Murray River and bushlands in the south and surrounded by dry and irrigated farming lands.

This position provides an opportunity for the incumbent to design, develop, support and maintain critical internal services for the Berrigan Shire and implement projects and provide assistance to Council's Information and Communications Technology operations.

### Council values

#### Teamwork

*A collegiate workforce who are passionate about their community, are approachable to internal and external stakeholders and who are flexible enough to support the service delivery outcomes of Council regardless of position title*

#### Reliability

*Trust is generated by a knowledgeable and competent workforce who are willing to help others as necessary and within their skill sets, abilities and delegations.*

#### Honesty

*A working environment where loyalty and integrity are rewarded and staff are brave enough to question why, allowing everyone space to commit fully to agreed service delivery outcomes*

## Service

*Service is the core of our commitment to the community and is well considered and strategic in its delivery*

## Primary purpose of the position

To assist the Information Technology section in the delivery of the information and communication technology service to Council staff, and external users, that is responsive to the needs of Council and its operations by enhancing, managing, maintaining and supporting ICT Infrastructure, Security and end user devices.

## Key Accountabilities

The primary area of responsibility for this role is maintenance and support for IT networks, infrastructure and security. Within this area the role is required to:

- Manage, maintain and support ICT Infrastructure, including hardware asset replacements, upgrades, enhancements and end user devices.
- Support end users and manage internal user groups
- Manage system access and security operations.
- Manage Cloud tenancies, communications services and licences
- Manage vendors and SLA's
- Identify and implement improvements, including selection and implementation of new IT products
- Contribute to managing Policies and Standards
- Contribute to managing ICT Budgets, ICT Business Continuity and Disaster Recovery
- Other office duties as required.

## Key challenges

- Manage compliance, security, system performance and business continuity.

## Key internal relationships

| Who                              | Why   |
|----------------------------------|---|
| IT Projects Manager              | <ul style="list-style-type: none"><li>• Direct Supervisor and mentor. Seek help, assistance and guidance to learning the role</li></ul> |
| Key internal stakeholders        | <ul style="list-style-type: none"><li>• Manage system improvements</li></ul>  |
| All Staff                        | <ul style="list-style-type: none"><li>• Respond to requests for assistance, provide advice and support</li></ul>                        |
| Councillors                      | <ul style="list-style-type: none"><li>• Respond to requests for assistance, provide advice and support</li></ul>                        |
| Corporate Applications Champions | <ul style="list-style-type: none"><li>• Chair meetings and manage regular interactions</li></ul>  |

## Key external relationships

| Who              | Why   |
|------------------|---|
| External vendors | <ul style="list-style-type: none"><li>• Resolve issues, manage SLA's and deliver improvements</li></ul> |
| Audit            | <ul style="list-style-type: none"><li>• Annual system audits and compliance management</li></ul>        |

## Key dimensions

### Decision making

This position will be required to make decisions relating to;

- The maintenance and enhancement of ICT Infrastructure, including Cloud tenancies, hardware, networks and end user devices.
- Selection and implementation of new ICT products and services

### Reports to

- IT Projects Manager (interim)
- Director Corporate Services (permanent)

### Direct reports

NIL

### Estimated number of indirect reports

NIL

### Budget (operating and capital expenditure)

- Capital expenditure based on approved projects
- Operating expenditure for Licence and support





### Essential requirements

- Certificate in Information Technology, or willingness to obtain one.
- Experience in ICT Infrastructure, including Hardware, Networks, End User Devices and Security
- Experience in Cloud Technologies, Modern Workspace and Collaboration technologies
- ITIL Certification or willingness to obtain one.
- Valid Australian Driver's Licence and ability to maintain

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

| Local Government Capabilities Frameworks   |                                     |                     |
|--|-------------------------------------|---------------------|
| Capability Group   | Capability Name                     | Level               |
| <br>Personal attributes | <b>Manage Self</b>                  | <b>Intermediate</b> |
|  | Display Resilience and Adaptability | Intermediate        |
|  | Act with Integrity                  | Intermediate        |
|  | <b>Demonstrate Accountability</b>   | <b>Intermediate</b> |
| <br>Relationships     | <b>Communicate and Engage</b>       | <b>Intermediate</b> |
|  | Community and Customer Focus        | Intermediate        |
|  | <b>Work Collaboratively</b>         | <b>Intermediate</b> |
|  | Influence and Negotiate             | Intermediate        |
| <br>Results           | Plan and Prioritise                 | Intermediate        |
|  | <b>Think and Solve Problems</b>     | <b>Intermediate</b> |
|  | Create and Innovate                 | Intermediate        |
|  | <b>Deliver Results</b>              | <b>Intermediate</b> |
| <br>Resources         | Finance                             | Foundational        |
|  | Assets and Tools                    | Foundational        |
|  | <b>Technology and Information</b>   | <b>Advanced</b>     |
|  | Procurement and Contracts           | Intermediate        |

### Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

## Local Government Capability Framework

| Group and Capability                                     | Level        | Behavioural Indicators  |
|--|--------------|---|
| <b>Personal Attributes</b><br>Manage Self                | Intermediate | <ul style="list-style-type: none"> <li>• Understands what needs to be done and steps up to do it.</li> <li>• Pursues own and team goals with drive and commitment.</li> <li>• Shows awareness of own strengths and weaknesses</li> <li>• Asks for feedback from colleagues and stakeholders.</li> <li>• Makes the most of opportunities to learn and apply new skills.</li> </ul>   |
| <b>Personal Attributes</b><br>Demonstrate Accountability | Intermediate | <ul style="list-style-type: none"> <li>• Follows through reliably and openly takes responsibility for own actions.</li> <li>• Understands delegations and acts within authority level.</li> <li>• Is vigilant about the use of safe work practices by self and others.</li> <li>• Is alert to risks in the workplace and raises them to the appropriate level.</li> </ul>   |
| <b>Relationships</b><br>Communicate and Engage           | Intermediate | <ul style="list-style-type: none"> <li>• Focuses on key points and communicates in 'Plain English'.</li> <li>• Clearly explains and presents ideas and technical information.</li> <li>• Monitors own and others' non-verbal cues and adapts where necessary.</li> <li>• Listens to others when they are speaking and asks appropriate, respectful questions.</li> <li>• Shows sensitivity in adapting communication content and style for diverse audiences.</li> </ul>  |
| <b>Relationships</b><br>Work Collaboratively             | Intermediate | <ul style="list-style-type: none"> <li>• Encourages an inclusive, supportive and co-operative team environment.</li> <li>• Shares information and learning within and across teams.</li> <li>• Works well with other teams on shared problems and initiatives.</li> <li>• Looks out for the wellbeing of team members and other colleagues.</li> <li>• Encourages input from people with different experiences, perspectives and beliefs.</li> <li>• Shows sensitivity to others' workloads and challenges when asking for input and contributions</li> </ul> |

## Local Government Capability Framework

| Group and Capability                           | Level        | Behavioural Indicators   |
|--|--------------|--|
| <b>Results</b><br>Think and Solve Problems     | Intermediate | <ul style="list-style-type: none"><li>• Gathers and investigates information from a variety of sources</li><li>• Questions basic inconsistencies or gaps in information and raises to appropriate level.</li><li>• Asks questions to get to the heart of the issue and define the problem clearly.</li><li>• Analyses numerical data and other information and draws conclusions based on evidence.</li><li>• Works with others to assess options and identify appropriate solutions.</li></ul>      |
| <b>Results</b><br>Deliver Results              | Intermediate | <ul style="list-style-type: none"><li>• Takes the initiative to progress own and team work tasks.</li><li>• Contributes to the allocation of responsibilities and resources to achieve team/project goals.</li><li>• Consistently delivers high quality work with minimal supervision.</li><li>• Consistently delivers key work outputs on time and on budget.</li></ul>   |
| <b>Resources</b><br>Technology and Information | Advanced     | <ul style="list-style-type: none"><li>• Implements appropriate controls to ensure compliance with information and communications security and use policies</li><li>• Implements and monitors appropriate records, information and knowledge management systems</li><li>• Seeks advice from technical experts on leveraging technology to achieve organisational outcomes</li><li>• Stays up to date with emerging technologies and considers how they might be applied in the organisation</li></ul> |

Approved:  
Chief Executive Officer

Signature:


Date:

Accepted:

Signature:

Date:

**Berrigan Shire Council**

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