



## Position Description – Information Services Trainee

Job Title	Reports To	Supervisory Responsibilities
Information Services Trainee	Information Technology Officer/Manager	Nil

### Applicable Award

Local Government (State) Award 2017

### Overall purpose of the position

The Information Services trainee will acquire skills through on the job training and TAFE study and apply those skills by assisting Council's information services team to undertake a wide variety of records, administrative and information technology duties.

*NOTE: Council is unable to guarantee continued employment beyond the completion of the traineeship.*

### Tasks and responsibilities

Assist Council's Information services Officers and Manager to:

- Ensure that Council's information requirements are effectively met in the day to day running of Council's computer systems.
- Providing excellent reference and information services and a high standard of customer service and support to the Gwydir Shire Council staff.

Page 1 of 5	Position Description – Information Services Trainee	Version 3
Adopted: December 2018	Review date: December 2019	

- Internally, the position is required to liaise with managers, supervisors and employees throughout the organisation.
- Externally, the position maybe required to liaise with Councillors and service and contract providers.
- Assist in opening and sorting of incoming mail.
- Assist in requests of file return and retrieval.
- Assist with creation of new files according to approved classification procedures.
- Foster an environment of total quality service.
- Ensure compliance with Records Management policy and procedures.
- Provide reliable and timely resolution of enquiries and customer service needs.
- Complete accredited training as per traineeship agreement.

## **Equal Employment Opportunity**

The Gwydir Shire Council is an Equal Employment Opportunity Employer and appoints on the basis of merit. Merit is determined by assessing the applicant's abilities, qualifications, experience, work performance and personal qualities relative to the requirements of the position.

## **Requirements of the Role**

### **Essential**

- Class C Driver's Licence
- Ability to acquire knowledge of information Technology concepts, troubleshooting, hardware and software applications; including network operating system, personal computer operations and office productivity applications

Page 2 of 5	Position Description – Information Services Trainee	Version 3
Adopted: December 2018	Review date: December 2019	

- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.
- Good interpersonal skills and demonstrated high level oral and written communication skills including but not limited to assisting staff, especially those without computer literacy, in both hardware and software issues.
- A high degree of self-motivation, and the ability to work without direct supervision.
- Ability to keep and maintain records.
- A good level of self-motivation and time management.
- A good standard in customer service and general customer contact.
- Competence in data entry, keyboard skills and word processing.
- Knowledge of the principles and practices of customer service.

### **Desirable**

- Previous experience in an information technology role.
- Experience with server technologies such as;
  - MS Server 2012R2
  - MS SQL Server 2008
- Experience in training others in software applications in a one-on-one situation.
- Completion of the Higher School Certificate

### **Employment Declaration**

- I agree with and understand the requirements of my employment, as detailed in this position description.
- I have had the opportunity to ask questions regarding the terms of my employment and have received satisfactory answers.

Page 3 of 5	Position Description – Information Services Trainee	Version 3
Adopted: December 2018	Review date: December 2019	

- I understand that the above position description describes the general nature of my employment, and that other duties may be required of me upon request.
- I understand that I will not be asked to participate in additional duties that are unreasonable, or outside of my capability and training.
- I understand that I will receive in-house training in aspects of my employment that I am not currently proficient, in order to satisfactorily meet the position requirements.
- I will take reasonable care for my own health and safety.
- I will take reasonable care for the health and safety of others.
- I will comply with any reasonable instruction given by the GSC.
- I will cooperate with any reasonable policies and procedure of the GSC.

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Office Use Only**

**Prepared by:**

**Date:**

**Signature:**

**Position:**

Page 4 of 5	Position Description – Information Services Trainee	Version 3
Adopted: December 2018	Review date: December 2019	