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| **Position Description – School Based Trainee Information Services** | | |
| **Job Title**  School Based Trainee – Information Services | **Reports To**  Information Services Manager | **Supervisory Responsibilities**  NIL |
| **Applicable Award**  Local Government (State) Award 2020 | | |
| **Overall purpose of the position**  The School Based Information Services Trainee will acquire skills through on the job training and TAFE study and apply those skills by assisting the Information Services team in the provision of quality information technology support and customer service.  *NOTE: Council does not guarantee continued employment beyond the completion of the traineeship.* | | |
| **Tasks and responsibilities**  *Assist Council’s Information Services team with the following Information Services Duties:*   * Assisting in the day to day running of Council’s computer systems. * Providing reference and information services and a high standard of customer service to the Gwydir Shire Council staff. * Internally, the position is required to liaise with managers, supervisors and employees throughout the organisation. * 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. * Compliance with Records Management Policy and Procedures. * Assist in enquiries and customer service needs. * Assist team members and request assistance when required. * 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**   * Interpersonal and communication skills, both written and verbal. * Knowledge of, or the ability to, acquire knowledge of information Technology concepts. * A good level of self-motivation and time management. * Ability to work independently with minimal supervision as well as within a collaborative team environment. * Good customer service skills. * Keyboard and computer skills including the use of Microsoft Office software, email and internet. | | |
| **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. * 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**  **Reviewed by: GLR Training Coordinator**  **Date: 10/11/2020**  **Signature:**  **Position:** | | |