Position Title	Graduate Technical Support Officer
Department	People and Performance
Unit	Information Communication & Technology
Team	Technical Support
Supervises	Nil
Reports To	Team Leader Technical Support
Grade	D
Date Prepared	17/07/2025
Date Last Updated	17/07/2025

Our Vision & Values: A leading organisation that collaborates & innovates

We are committed to **safety**   We work as one **team**   We act with **integrity**   We care about our **customers**   We **continuously improve**

Primary purpose of position

The purpose of this position is to provide support for corporate and specialist applications, ensuring they effectively meet the needs of both staff and the broader community. The role typically involves a range of responsibilities focused on maintaining, optimising, and troubleshooting various software applications that are critical to the functioning of Council.

The position is also expected to collaborate with others and develop competencies across different application areas to ensure comprehensive coverage. Team rotation may occur based on operational requirements.

Accountabilities

- Provide second-level support to users of corporate and specialist applications to help achieve identified business outcomes and resolve application issues in a timely manner.
- Maintain accurate records of support incidents, including the nature of the issue, steps taken to resolve it, and solutions provided. These records will contribute to a knowledge base that supports end users and internal support teams.
- Collaborate with cross-functional teams to address critical issues, implement updates, and contribute to the ongoing enhancement of applications.
- Develop an understanding of the business processes supported by each application, including integration points with other systems.
- Document system configurations and integration points, and prepare user guides and manuals as required.
- Manage the lifecycle of software releases, ensuring their effective use, stability, and integrity.

- Participate in testing and quality assurance activities, including verifying bug fixes and new features before deployment to production environments.
- Continuously seek opportunities to improve support processes, enhance the user experience, and contribute to the overall effectiveness of the application support team.
- Undertake daily administration of corporate and specialist applications, including monitoring system performance and taking appropriate remedial actions.

- Keep informed of new and emerging technologies and make recommendations for additions or replacements where appropriate.
- Develop and maintain effective working relationships with application vendors.
- Understand end users' legislative and operational needs to provide relevant and compliant support.

- Perform other duties as required, within the limits of the employee's skills, competence, and training.

Position capabilities and level

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.

Capability Profile – Labourer/ TAG		
Capability Group	**Capability Name**	**Level**
Personal Character	**Lead Self**	Foundational
	Display Resilience	Foundational
	Act with Integrity	Foundational
	Safety and Accountability	Foundational
Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

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 satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Foundational	• Understands own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
Relationships		
Customer and Community Focus	Foundational	• Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/ community needs • Informs customers of progress and checks their needs are being met
Results		
Deliver Results	Foundational	• Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/ resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
Resources		

Technology and Information	Foundational	• Shows confidence in using the technology required in the role
		• Uses technology appropriately, in line with acceptable use policies
		• Completes work tasks in line with records, information and knowledge management policies

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations
Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct
All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety
All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management
All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience
Essential Qualifications
- Tertiary degree qualifications in Computer Science, IT or related field.

Essential Experience
- Understanding of the role of business applications in supporting organisational processes and service delivery.
- Well-developed communication and interpersonal skills, with the ability to explain technical concepts to non-technical users.
- Strong problem-solving skills with the ability to follow logical steps to diagnose and resolve basic application issues.
- Awareness of cybersecurity principles and the importance of protecting system integrity and user data.
- Ability to accurately document support activities, technical issues, and resolutions.
- Familiarity with Microsoft Office applications (e.g. Word, Excel, Outlook) and SharePoint.
- Demonstrated ability to work effectively as part of a team, as well as independently under guidance.

- Willingness to learn new systems and technologies and adapt to a dynamic support environment.

- Good time management and organisational skills, with the ability to manage competing priorities.

Desirable Qualifications and or Experience
- Exposure to Microsoft Power Platform (Power Apps, Power Automate, Power BI)
- Experience working with cloud platforms.
- Knowledge of programming or scripting languages (e.g. Python, JavaScript, SQL, or PowerShell)

- Familiarity with analysis and solution design of web applications
- Basic understanding of database systems (SQL)
- Exposure to integrations solutions.
- Exposure to AI solutons

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☑	☐
Does this position require incumbent to undergo criminal reference check?	☑	☐
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	☐	☑
Will incumbent need to make disclosure of pecuniary interest?	☐	☑
Could there be a conflict of interest with secondary employment?	☑	☐

Graduate Technical Support Officer