



POSITION DESCRIPTION

Digital Operations Officer

Incumbent:	VACANT
Department:	Organisational Transformation
Reports to:	Organisational Transformation Specialist
Employment Status:	Full Time
Award Classification:	Band 6
Prepared by:	Human Resources Lead
Approved by:	Chief Executive Officer

Position Summary

The Digital Operations Officer provides high-level support and maintenance of Council's information and communications technology (ICT) infrastructure, ensuring systems, devices, and networks operate efficiently, securely, and reliably.

This role supports a broad range of technologies, including Microsoft 365, Windows operating systems, networking, and cloud platforms. The position also contributes to ICT-related projects, assists in the implementation of new technologies, and plays a key role in process improvement as part of Council's ongoing digital transformation program.

Key Responsibilities

- Manage the day-to-day coordination and resolution of IT support requests, providing timely and effective troubleshooting for users and devices within a Microsoft 365 environment.
- Oversee the sourcing, deployment, maintenance, and lifecycle management of Council's ICT hardware assets, including laptops, mobile phones, tablets, and peripherals, ensuring accurate asset register records are maintained.
- Administer user accounts and access permissions across core systems—primarily within Entra ID (Azure Active Directory)—ensuring compliance with security and access control protocols.
- Provide user training, coaching, and support on Microsoft 365 applications and tools, including Windows 11, Teams, SharePoint, and OneDrive, to enhance digital capability and improve organisational productivity.
- Actively contribute to the development, testing, and implementation of ICT and digital transformation projects, ensuring the successful delivery of system improvements and upgrades.
- Collaborate with the Organisational Transformation team and other stakeholders to support the implementation, monitoring, and continuous improvement of ICT policies, procedures, and security measures.
- Maintain documentation, procedures, and knowledge bases to support consistency and efficiency in ICT service delivery.
- Identify opportunities to improve ICT processes, enhance service quality, and align technology solutions with Council's strategic objectives.
- Liaise with vendors, contractors, and external service providers to ensure timely and effective issue resolution.
- Provide input into ICT planning, budgeting, and procurement activities where required.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.



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Accountability & Extent of Authority

- Responsible for the quality, timeliness, and efficiency of own work and for providing accurate technical advice within established guidelines.
- Expected to exercise judgment and initiative when resolving problems, using specialist knowledge to recommend practical solutions.
- Works under general direction and may provide guidance to contractors or junior staff on specific projects.
- Ensures all work complies with Council policies, procedures, and relevant legislation.

Judgement & Decision Making

- Applies technical expertise to identify and resolve ICT-related issues within established policy and procedural frameworks.
- Exercises discretion in prioritising and managing workloads, particularly during critical incidents or system outages.
- Guidance and advice are usually available from the Organisational Transformation team or other senior staff.

Specialist Knowledge & Skills

- Sound knowledge of Windows 10/11, Active Directory, Office 365, Microsoft Exchange, and network troubleshooting.
- Demonstrated experience providing IT support to end-users in a professional environment.
- Familiarity with JIRA Service Management or similar ticketing systems is advantageous.
- Ability to problem solve, identify opportunities for improvement, and drive enhancements in work processes and digital environments.
- Strong analytical and diagnostic skills, with the ability to prepare clear documentation and technical guidance.

Management Skills

- Ability to plan, prioritise, and organise work to achieve outcomes within required timeframes.
- Capacity to manage multiple tasks and competing priorities in a fast-paced environment.
- Ability to work independently and take ownership of tasks while maintaining accountability.
- Commitment to continuous improvement and the delivery of quality customer service.
- Driven attitude with a focus on completing tasks efficiently and effectively.

Interpersonal Skills

- Excellent customer service and communication skills, both verbal and written.
- Positive, open attitude with a willingness to embrace new challenges.
- Enjoys working collaboratively in a team environment and supporting colleagues to achieve shared outcomes.
- Passionate about providing high-quality digital support and enhancing user satisfaction.

Qualifications & Experience

- Tertiary qualifications or equivalent in Information Technology (or actively working towards completion).
- Industry certifications (e.g., Microsoft) are highly regarded.
- Students, recent graduates, or individuals seeking to transition into ICT are encouraged to apply.
- Demonstrated experience, or exposure, in providing IT support or customer service is desirable - training will be provided for candidates with limited professional experience.
- Understanding of computer hardware, Windows operating systems, networking, software, device management, and IT security best practices.



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- Well-organised, patient, and able to communicate complex technical concepts clearly to non-technical users.
- Process-oriented, with sound judgement, attention to detail, and a collaborative approach to work.
- Eager to learn, develop professional skills, and contribute positively to the team and organisational goals.

Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the Human Resources Lead		
Approved by the Chief Executive Officer		