



Position Description – Support Officer Information Services

The position reports to: IT Team Leader

Functional relationship: Information Manager

Grade: TBC

Hours of work: 40

Position purpose: To provide customer-focused support across Council's IT, information management, GIS, records and digital systems. The role is the first point of contact for staff and Elected Members for IT, GIS and information management queries, and supports the effective use, maintenance and security of Council systems, data and records.

The position combines helpdesk support, systems administration, desktop and mobile device support, GIS assistance, information management support, documentation and project support.

The Key areas of responsibility include:

Helpdesk and User Support	Provide support for IT, GIS and information management queries, respond to staff requests, maintain helpdesk records and escalate issues where required.
Information Management and Records Support	- Digitise and classify Council information and records, support records system and document management processes. - Assist with workflows, quality checks and improvement projects.
System Administration	Undertake routine administration including user access management, backups, network and systems monitoring, server and network environments.
Desktop, Hardware and Software Support	- Install, configure and troubleshoot any hardware, printers and peripherals. - Support Microsoft and Office applications.
GIS Support	- Support staff with GIS software and queries - Maintain and enhance GIS data, databases and records - Support spatial data-quality activities
Documentation and User Guidance	Maintain IT, GIS and information-management documentation

	• Prepare user guides, process notes and knowledge-based material
Projects and Continuous Improvement	• Assist with IT, GIS and information-management projects • Identify improvements to systems, processes, information quality and user experience.

Deliverables:

Performance	• Achieve performance goals and expectations and follow leadership instructions on time and to a high standard consistently • Report on progress to plan against own KPIs • Take an active role in own goal setting, learning and development • Correctly and appropriately use technology as required for the role, including new technologies • Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment • Comply with all legislation and Council policies • Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment • Set a positive example for punctuality, attendance and work ethic
People & Capability	• Be a positive and constructive team member • Collaborate on cross team/discipline projects and teams as required • Constructively and successfully adapt to changes • Take positive actions to keep self and others physically and psychologically safe and well • Attend, be prepared for and engage constructively in all meetings • Deliver exceptional customer service consistently (make every interaction count) • Build effective, sustainable relationships at all levels • Have consistently positive interactions externally and with Subcommittees and Elected Members (as required for role)
Requirements for all Staff	• Buller district council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi. • Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault. • Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager. • Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies. • Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Buller District Council policies and processes.

Emergency Management requirements for all Council Staff

- Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, any staff member may be required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be considered.
- Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
 - Respond to civil defence emergencies or adverse events wherever possible and if it is safe.
 - Participate in any required Civil Defence exercises to maintain essential services.

Key relationships

Internal	External
• Chief Executive • Group Manager Corporate Services • IT Team Leader • Information Manager • Council staff • Elected Members	• IT suppliers • Service providers • Software vendors • Support partners • Audit • Other Councils and government agencies

Skills and Experience

Essential	Desirable
• Ability to support users with IT, GIS, information management and records systems. • Ability to explain technical information in plain English. • Practical problem-solving skills. • Attention to detail and accuracy. • Teamwork and collaboration	• Microsoft 365 administration • Experience with GIS platforms, mapping tools. • Experience with helpdesks. • Knowledge of public sector recordkeeping, privacy or information security requirements. • Local government experience.

Education, Qualification, Memberships**Essential****Desirable**

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| <ul style="list-style-type: none">• Relevant qualification or equivalent experience in IT, information management.• Understanding of computer hardware, software, Microsoft applications. | <ul style="list-style-type: none">• Technical troubleshooting• Compliance awareness |
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