



ICT Support Officer

October 2026

Celebrating our diversity



ICT Support Officer – F260173

Full-Time, \$66,334 - \$72,454 per annum (plus entitlements) or opportunity for entry level position with relevant training (\$58,618 per annum)

The Position

The Shire of Manjimup is seeking a motivated individual to join our Information and Communications Technology team. This role is responsible for:

- Ensuring that information system functions are operative for business activities and maintenance tasks are carried out effectively.
- Operating an efficient and courteous help desk service to employees at the Shire of Manjimup and Shire of Nannup.
- Providing a primary point of contact for end-use hardware and software related issues and providing prompt, effective troubleshooting and assistance.
- Monitoring and maintaining effective operations of ICT endpoints (PC, Laptops, Tablets, Mobile phones).
- Keeping and maintaining documentation, registers and procedures for ICT Department matters.
- Maintaining the security and reliability of Council's data.

The Person

The ideal candidate will have the following skills and experience:

1. Knowledge in Windows Operating Environments (Server / Desktop), Microsoft 365, Active Directory, Administration Tools and Exchange.
2. Developed skills in the administration of distributed networks and communications systems.
3. Ability to work under limited supervision and as part of a team.
4. Good organisational and time management skills with the ability to prioritise competing demands.
5. Current "C" class Driver's License.
6. Certifications or tertiary qualification in information technology / related discipline or proven experience in providing information technology services (desirable).
7. Knowledge of firewall configurations, including rules/policies and VPNs (desirable).
8. Knowledge in managing iOS and Android mobile devices (desirable).

To Apply

Head to www.manjimup.wa.gov.au for all the information about the position, including the position description and how to apply. You can also find information on the Shire of Manjimup and the benefits of the local community. To get further information, please contact Human Resources by email hr@manjimup.wa.gov.au

Closing Date: 5.00pm Tuesday 10 November 2026

The Shire of Manjimup reserves the right to commence interviews prior to the closing date for applications.

How To Apply

Preparing your Application

Applicants who demonstrate that they meet the requirements for the advertised position, based on their application, will be considered for interview. For your application to be considered it **must** include the following:

1) Cover Letter

- A short statement highlighting experience and expertise relating to the position.

2) Selection Criteria Statement

- Describe your relevant skills, knowledge, experience, and qualifications that align with the position requirements and would support your successful completion of the duties associated with the role.
- Ensure each criterion is addressed separately in a clear, concise and relevant manner.

3) Resume (Curriculum Vitae)

- Name, address, email and telephone number.
- Education and Training achievements.
- Work history - including employment dates, duty details and achievements.
- Activities undertaken outside of work which you consider are relevant to the position.
- Names and contact details (email and telephone number) of 2+ referees who can (preferably) comment on work experience relevant to the position.

4) Supporting Documents

- Please provide only copies of supporting documents.

Applications

Late applications cannot be received by the Shire of Manjimup unless permission has been sought from Council prior to the closing date. Canvassing of Councillors will disqualify applicants. Applications can be:

1. Lodged online via the Shire application portal
2. Emailed; marked "Private & Confidential - CEO" to info@manjimup.wa.gov.au
3. Mailed to

<i>Benjamin Rose – Chief Executive Officer</i> <i>Shire of Manjimup</i> <i>PO Box 1, MANJIMUP WA 6258</i>
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Prior to appointment

The Shire of Manjimup will undertake confirmation of one or more of the following pre-employment conditions, based on the requirements of a particular position:

- Compliance with any State Government health directions and requirements.
- Right to work in Australia
- Academic qualifications check
- Reference checks
- Worker's Compensation checks
- Pre-employment medical
- Criminal history check
- Working with Children check

The Shire of Manjimup is committed to the achievement of a diverse workforce and encourages applications from Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, young people, women and people with disabilities.

The Shire of Manjimup is an equal opportunity employer and provides a smoke free work environment.

The Shire of Manjimup complies with the requirements of the Human Rights and Equal Opportunity Commission Act (Clth) 1986 and applies the principles therein to the recruitment and selection process by selecting according to merit and by avoiding discrimination on the basis of race, gender, marital status, age, disability or any other legally protected attribute (so long as they do not contravene the inherent requirements of a position).

Collection Notice

The Shire of Manjimup collects your personal information to assess your suitability for employment and manage the recruitment process. We may disclose your information to referees, recruitment agencies, and relevant Shire staff involved in the selection process.

This information is collected under the Local Government Act 1995 (WA) and related employment legislation. If you do not provide the requested information, we may be unable to assess your application.

You may request access to your personal information at privacy@manjimup.wa.gov.au

ICT Support Officer

Directorate	Business
Department	Information and Communication Technology
Reports to	Systems Administrator
Direct Reports	Nil
Industrial Instrument	<i>Shire of Manjimup Enterprise Agreement (as amended)</i>
Classification	Level 1 – 3
Primary Location	Shire of Manjimup Administration Office
Benefits	Shire Mobile

Position Objectives

- To ensure that information system functions are operative for business activities and maintenance tasks are carried out effectively.
- To operate an efficient and courteous help desk service to employees at the Shire of Manjimup.
- To assist the System Administrator where directed.
- To assist the Manager Information and Communication Technology where directed.

Key Duties and Responsibilities

ADMINISTRATION

- Effectively operate and maintain the Information Communication and Technology (ICT) department to provide the Council with effective and contemporary information technology systems.
- Monitor and maintain effective operations of ICT endpoints (PC, Laptops, Tablets, Mobile phones).
- Keep and maintain Documentation, Registers and Procedures for ICT Department matters.
- Maintain the security and reliability of Council's data.
- To assist the System Administrator where directed.
- To assist the Manager Information and Communication Technology where directed.

CUSTOMER SERVICE

- Primary point of contact for end-use hardware and software related issues, providing prompt and effective troubleshooting and assistance.
- Operate and maintain the ICT help desk under the supervision of the System Administrator.
- Administer and prioritise incident and service requests, triage issues and escalate as necessary.
- Ensure effective customer service levels are being provided by the ICT department.

- Promote and encourage effective and innovative practises within the ICT department, as well as other departments.
- Effectively collaborate with external IT providers to ensure prompt resolution of system issues.
- Provide training to employees on ICT Systems and software where required, under the guidance of the System Administrator.

Skills, Knowledge, Experience and Qualifications

Skills

- Ability to work independently on tasks with competent capability.
- Ability to troubleshoot and resolve technical issues efficiently.
- Ability to engage and motivate employees to achieve ICT department outcomes.
- Developed communication, customer care and interpersonal skills.
- Demonstrated self-motivated, willingness to learn with a continuous improvement attitude.
- Good organisational and time management skills with the ability to prioritise competing demands.
- Ability to work in a team environment with minimal supervision while exercising initiative and discretion.
- Developed skills in the administration of distributed networks and communications systems.
- Ability to deliver product training to users (desirable).

Knowledge

- Knowledge in Windows Operating Environments (Server / Desktop).
- Knowledge in Microsoft 365, Active Directory, Administration Tools and Exchange.
- Knowledge of networking, including firewall rules/policies and VPNs (desirable).
- Knowledge in managing iOS and Android mobile devices (desirable).
- Awareness of trends and developments within the IT industry (desirable).
- Knowledge in scripting (PowerShell and batch) (desirable).

Experience

- Experience in Corporate IT Environments (desirable).
- Experience in providing level 1 help desk/ ICT support role (desirable).

Qualifications

- Certifications or tertiary qualification in information technology / related discipline or proven experience in providing information technology services (desirable).
- Current "C" class Driver's License.
- National Police Clearance.

Extent of Authority

- Operates under general direction of the System Administrator within established guidelines, procedures and policies of Council.

Physical and Environmental Demands

- Site based, physically demanding role; bend, squat, lift, carry, climb ladders, walk on uneven surfaces, and walk up and down embankments.
- Work is performed indoors and outdoors including on uneven or wet and slippery surfaces.
- High level use of chemical cleaning products.
- Position often works in isolation.
- Position often works after standard business hours.
- Driving is an essential requirement.

Shire Employee Responsibilities

Commitment to Service Delivery

- Deliver high quality service by seeking and responding to feedback.
- Work collaboratively, communicate effectively and support team outcomes.
- Treat others with respect and value diversity.
- Support organisational improvement and adapt to change.
- Act in accordance with the Shire's Code of Conduct at all times.
- Take reasonable responsibility for personal health and wellbeing.

Achieve Results

- Perform duties in line with role requirements, procedures and standards.
- Meet targets, maintain accurate records and deliver quality outcomes.
- Ensure information is accurate and support broader organisational objectives.

Work Health and Safety (WHS)

- Comply with WHS policies and procedures.
- Take reasonable care for personal safety and that of others.
- Follow safe work practices and participate in training.
- Use equipment and PPE correctly and report hazards, faults and incidents.
- Participate in return to work plans where applicable.

Selection Criteria

Essential

1. Knowledge in Windows Operating Environments (Server / Desktop), Microsoft 365, Active Directory, Administration Tools and Exchange.
2. Developed skills in the administration of distributed networks and communications systems.
3. Ability to work under limited supervision and as part of a team.
4. Good organisational and time management skills with the ability to prioritise competing demands.
5. Current "C" class Driver's License.

Desirable

1. Experience in Corporate IT Environments and/or providing help desk/ ICT support.
2. Certifications or tertiary qualification in information technology / related discipline or proven experience in providing information technology services.
3. Knowledge of firewall configurations, including rules/policies and VPNs.
4. Knowledge in managing iOS and Android mobile devices.