

## Message from the CEO

"I am honored to lead the Municipal Association of Victoria (MAV) on the transformative journey ahead as we work to realise the aspirations outlined in our new MAV Strategic Plan for 2024- 2027.

Our vision is to be a nation leading organisation for the Victorian local government sector in strategic foresight, policy and research, leadership and governance, service design and advocacy impact.

Our purpose is to enable action that supports Victorian councils to create cities and regions, towns and communities that are thriving, inclusive and resilient.

The MAV has positioned itself at the forefront to lead the local government sector, embracing the leadership challenge presented by unprecedented technological, economic, environmental, and social changes. Our commitment is unwavering as we strategically lead and strengthen councils, serving as the authoritative voice for the Victorian local government Sector.

Our new team will seek and embrace opportunities for growth aligned to the perspectives of our stakeholders and ensure that our strategic direction is not only visionary but also deeply rooted in the needs and aspirations of those we serve.

The heart of our strength lies in the knowledge and expertise of councils in every region of Victoria. Together, we will build resilience, address climate change, and create a future where all our communities thrive.

I look forward to the shared achievements and successes that await us."

Kelly Grigsby

CEO, Municipal Association of Victoria

# Position Snapshot

Our vision is to be a nation-leading organisation for the Victorian local government sector in strategic foresight, policy and research, leadership and governance, service design, and advocacy impact. Our purpose is to mobilise action that supports Victorian councils to create cities, regions, and towns that are thriving, resilient, and inclusive communities.

The leadership challenge and opportunity of rising to the unprecedented technological, economic, environmental, and social changes in the 21st Century is becoming critical for local governments; and this is why the role of the MAV is so important now and into the future. At the MAV we are committed to working collaboratively with councils to achieve just and sustainable growth and to prepare for the future and the uncertainty it brings.

The Information Technology (IT) Officer will be the first point of contact for all internal IT queries and service requests. This position will provide first and second level support for various IT systems and devices, maintain the ICT asset register, and support desktop and specialist applications. The Officer will diagnose and resolve technical issues related to Microsoft Teams and SharePoint by providing on-site and remote assistance to end-users. This position will also be required to provide audio visual support for on-site meetings.

To support IT as an enabling service, the IT Officer will conduct training sessions and create documentation to assist with onboarding and end-user self-service. Further, the IT Officer will be relied on to provide technical support during meetings and events, collaborating with meeting organisers to ensure audio-visual equipment and setup is functional and fit for purpose.

With support from the Manager, Information Technology, this position will manage Microsoft Teams settings, design SharePoint sites, ensure data integrity and security in accordance with set procedures and provide insights for performance optimisation.

# Your Sphere of Influence and Key Relationships

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Reports to	Manager, Information Technology
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Internal	MAV Board
	MAV Delegates
	Executive Team
	Senior Leadership Team
	MAV Staff

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External	Government Agencies and Authorities (State and Federal)
	Local Government Bodies and Professional Associations
	Service Providers and Consultants

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# KPIs 2024 – 2025

## Your First 12 Months

To be successful in your first 12 months you will need to focus on and move forward with the following key priorities:

- A sound awareness of the MAV, the community, the challenges and the opportunities associated with the MAV's operation.
- You have connected with key internal and external stakeholders and key contacts to further develop relationships and the delivery of your key actions and initiatives.
- You have engaged with your team members and MAV colleagues to develop trusted and beneficial relationships, supporting the delivery of the MAV's strategic plan. This will be achieved through cross organisational partnerships and programs to bring the MAV's values and vision to life.
- There is evidence within the MAV that things are changing for the better.
- A sound awareness of the MAV, and, the challenges and the opportunities associated with the MAV's operation.

## Vision for MAV 2027

We are passionate about attracting the right people with the right personal attributes to inspire staff to stay focused on the vision.

# Your Personal Attributes

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## Key Competencies

**Innovator** – You strive to generate innovative solutions and find new ways to tackle problems and seize opportunities. You are proactive, always taking prompt action to accomplish objectives and going above and beyond to achieve goals.

**Communicator** – You focus on developing and leveraging collaborative relationships to achieve your goals. You take the time to stay informed about the internal and external environment, understanding organisational dynamics and proactively navigating the stakeholder landscape. Additionally, you prioritise the customer perspective and work to create service practices that meet their needs and the needs of the organisation.

**Change Agent** – you strive to maintain your effectiveness even when faced with major changes in your work responsibilities or environment. You adapt quickly to new structures, processes, requirements, or cultures in order to continue performing at a high level. You also take proactive measures to identify areas for improvement and implement solutions, creating positive change in my work environment.

**Team Player** - You actively participate as a valuable member of your team, working together to achieve your shared goals. You understand the importance of effective collaboration and maintain good working relationships with your colleagues. By working cooperatively with others, you contribute to the success of the team.

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## Qualifications

- Relevant tertiary qualifications in a related field, Cert IV or preferable additional studies in Microsoft O365.

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## Experience

- Demonstrated experience in a similar IT support role.

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## Specialist skills and knowledge

- Well developed customer service and communication skills.
  - Proficiency in the administration of Microsoft Teams and SharePoint
  - Demonstrated initiative and creativity in the resolution of situations.
  - Demonstrate in-depth knowledge of operating systems, applications, and hardware to effectively resolve issues
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# Your Key Responsibilities

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## Strategic

- Working closely with the Manager, Information Technology, contribute to the business planning and objective setting as part of the MAV's business planning activities.
  - Establish a strong professional network with relevant local government and industry stakeholders to support the delivery of the MAV's strategic plan actions.
  - Apply understanding of the political, social and legal environment and organisational context of the MAV.
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## Corporate

- As part of the Information Technology Unit, demonstrate commitment to an organisation culture that rewards innovation, continuous improvement and service excellence.
  - Work across the organisation, demonstrating cross-unit cooperation and collaboration to achieve best value for money and high-quality outcomes for the community.
  - Support the MAV to demonstrate a community-first focus that encourages positive and proactive communication and interaction with all community members and stakeholders..
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## Unit

- Live the MAV's values and management behaviors, at all times setting a strong example for the broader MAV Team.
  - As part of the Information Technology Unit, contribute to an organisation culture that rewards innovation, continuous improvement and service excellence.
  - Work across the organisation to secure cross-unit cooperation and collaboration to achieve best value for money and high-quality outcomes for the community.
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# Shared Organisational Responsibilities

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| Safe Workplace | <ul style="list-style-type: none"><li>• Undertake responsibilities in line with the Occupational Health and Safety policies, procedures, training, and instruction, employees are responsible for ensuring that they:<ul style="list-style-type: none"><li>• Follow reasonable instruction;</li><li>• Cooperate with their employer; and</li><li>• At all times, take reasonable care for the safety of others in the MAV workplace.</li></ul></li></ul> |
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| Policies and Procedures | <ul style="list-style-type: none"><li>• Undertake responsibilities in line with all MAV policies related to the position including: Workplace Behaviours, Record Keeping, Procurement, Staff Management and Community Engagement.</li></ul> |
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| Legislative Framework | <ul style="list-style-type: none"><li>• Complete responsibilities of this position in line with the relevant legislation for which the Unit is responsible.</li><li>• Ensure all relevant legislation, standards, and codes of practice are identified, monitored and reviewed for all sections of the Unit.</li></ul> |
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| Risk Management | <ul style="list-style-type: none"><li>• Adopt a proactive risk management approach to all MAV activities that the Unit is responsible for.</li><li>• Create an environment where managing risk is accepted as the personal responsibility of each employee.</li></ul> |
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# Inherent Requirements of the Position

The below lists the demands and work environment more often than not in order to perform the essential functions of the position:

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| Office Duties | <ul style="list-style-type: none"><li>• Sitting at a workstation on an adjustable office chair, general office-based work, using a computer for up to one hour at a time, followed by a break.</li><li>• Includes general office based work such as handling files, various paperwork, attending phone calls and customer enquiries.</li></ul> |
| Driving       | <ul style="list-style-type: none"><li>• Required to drive private/rented vehicle.</li></ul>  |
| Other         | <ul style="list-style-type: none"><li>• Driving private/rented vehicle/s whilst carrying out the responsibilities of the position.</li></ul>   |
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# Pre-employment Requirements

National Police Check

Verification of Qualifications and Training

Full Victorian Driver's Licence

## Selection Criteria

Your application for this position should address the points listed under 'Your Personal Attributes' which are the Competencies, Qualifications, Experience and Specialist Skills and Knowledge you will need to succeed as the IT Officer.

People & Capability – Internal Use Only

Position Number(s):

PD Current as at: April 2024

IT Officer  
Position Description