



SHIRE OF  
**HARVEY**

### Team work

We are a united team who works together towards a common goal.

### Integrity

We are empowered and accountable when making decisions.

### Excellence

We are committed to an exceptional customer experience.

### Leadership

We are adaptable and responsive in our leadership.

### Respect

We are respectful of our history and work together to build our future.

## Information Management Support Officer

### Our vision

Together, towards an even better lifestyle.

### 1. Position details

Directorate:	Corporate Services	Level: 4 to 5 (Two Year Contract)
Reports to:	Coordinator Information Services	
Supervision of:	Nil	
Significant Working Relationships:	Information Management team members All internal business unit staff members	

### 2. Position summary

Provide effective training and assistance in regard to Information Management systems and obligations to Officers of the Shire of Harvey and to work as part of the Information Management team.

### 3. Community strategic objectives



## 4. Our values

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**Integrity** - We are empowered and accountable when making decisions.

**Leadership** - We are adaptable and responsive in our leadership.

**Excellence** - We are committed to an exceptional customer experience.

**Respect** - We are respectful of our history and work together to build our future.

## 5. Key duties and responsibilities

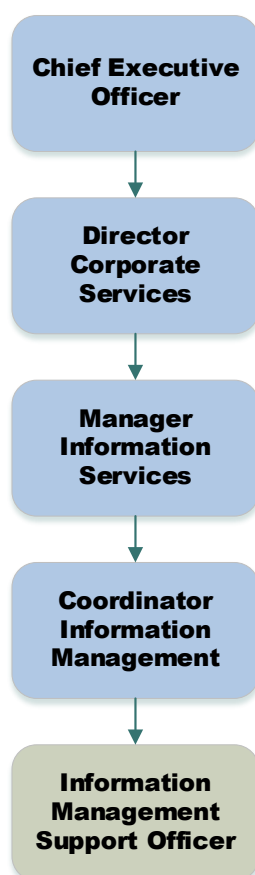
Key functions	Specific duties
Information Management Training and Assistance	<ul style="list-style-type: none"><li>• Provide in person practical assistance to staff for the registration of information onto the Shire's Information Management system.</li><li>• Provide Information Management system and obligations training and assistance to Shire staff.</li><li>• Provide Information Management instructional sessions to groups or business units of the Shire.</li><li>• Conduct Information Management inductions and train newly appointed Shire staff.</li></ul>
Information Management	<ul style="list-style-type: none"><li>• Assist in maintaining the organisational Business Classification Scheme.</li><li>• Create, modify, delete and maintain records in the Information Management system.</li><li>• Assist in the implementation, development and maintenance of processes, programs, initiatives and procedures for the efficient and effective operation of Information Management services.</li><li>• Assist with the processing of records and information under the control of the Information Management team.</li><li>• Assist in monitoring the Information Management Helpdesk.</li></ul>
Other	<ul style="list-style-type: none"><li>• Reasonable duties commensurate with classification level.</li><li>• National Crime Check.</li><li>• Current "C" Class Drivers Licence.</li></ul>

Organisational	<ul style="list-style-type: none"> <li>• Work in accordance with the Shire's Occupational Safety and risk management principles.</li> <li>• Work in accordance with the Shire's defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles.</li> <li>• Create and capture records of work activities in line with policies and procedures.</li> <li>• Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development and participate in annual performance appraisal.</li> <li>• Adhere to the Shire's Code of Conduct, policies and management practices as amended from time to time.</li> <li>• Contribute to the attainment and development of strategic plan outcomes, strategies and actions.</li> </ul>
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## 6. Extent of authority

Operate under the general direction of the Coordinator Information Management and Manager Information Services within the Shire's established procedures, guidelines, practices, policies and other Legislation.

## 7. Your team



## 8. Position selection criteria

### Essential

1. Qualifications and / or previous experience in delivering training and assistance to users of Information Management systems, including but not exclusive to Record Keeping systems.
2. Experience in Electronic document and records management systems (EDRMS).
3. Demonstrated verbal and written skills and ability to follow procedures and policies as they apply to the position.
4. Support a culture of quality customer service and respond professionally to problems with appropriate solutions.
5. Ability to work as an effective team member and solve problems and conflict with others.
6. Developed computer literacy and keyboard skills.

### Desirable

1. Previous experience in local government.
2. Previous experience delivering a service to customers.
3. Knowledge of public records keeping standards and practices