Greater Dandenong

Position Description

Position Title	Network Support Officer
Directorate	Customer and Information
Department/Business Unit	Technology Services Delivery
Team	Network Services
Classification	Band 6
Date	February 2026
Reports to:	Head of Technology Services Delivery
Supervises:	• Contractors • Services providers as required
Internal Liaison:	• All Council staff • Internal partners (DMPL/SEL) • Councillors
External Liaison:	• Vendors • Contractors • Software suppliers • IT professionals

Position Objectives

Your primary purpose in this position is to:

- Support Council's computer network and server infrastructure to ensure availability, security, reliability and integrity
- Act as the administrator of Council's Remote Access systems
- Assist and backfill for the Network Administrator as required
- Provide specialist advice in relation to IT related initiatives and guidance to Council staff
- Undertake research and make recommendations for the use of new technologies to improve quality and cost-effectiveness of Council's IT services

Key Selection Criteria

You need these essential qualifications and/or experience, knowledge and skills to carry out this position

- Degree, Diploma or industry-recognised qualification in Information Technology and/or workplace training, e.g. MCP, MCSE, VCA, VCP with relevant work experience, preferably demonstrating an understanding of installing, upgrading or maintaining storage infrastructure, UPS, physical servers, Aruba Wi-Fi Networks, and HP Network switches
- Demonstrated understanding of and experience in supporting a complex local and wide area network environment, including ability to liaise with and engage various stakeholders to resolve specialist IT matters/issues/problems
- Demonstrated knowledge of Microsoft Backend programs including Windows Server, IIS, Microsoft Exchange, Microsoft EntraID and basic SQL functions
- Demonstrated understanding of Remote Access systems including Citrix, VPN etc.
- Demonstrated knowledge of a wide range of internet technologies
- Demonstrated understanding of the security issues of complex networks
- Demonstrated understanding of virtual machine deployment, installing virtualisation software on a host server and virtual/host server resource management
- Demonstrated understanding of disk to disk backup and storage principles

- Demonstrated understanding of Microsoft and Ancillary patch management
- Demonstrated ability to work both autonomously and as a member of a cohesive and efficient team and managing and planning own work priorities and timelines
- Willingness and availability to work evenings and weekends and undertake some rostered afters hours work

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to any offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

☒   satisfactory (and ongoing) Working with Children's Check [mandatory]

☒   satisfactory (and ongoing) Police Check

☒   current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position you are responsible for:

Manage remote access for Council staff and contractors	• Manage Council's remote access solution(s) (e.g. Reverse proxy, VPN) including increasing resources as required • Conduct research and make recommendations relating to remote access technologies
Network management - backups	• Monitor and continuously improve network and data backup systems • Ensure that all network systems are backed up • Periodically test that backup systems are restorable • Monitor storage capacity planning
Server & network management - administration	• Provide 2nd level network support to the Network & Security Administrator • Perform network administration functions, as directed • Report any network issues that need to be resolved or improved • Install config and deploy network & server infrastructure (e.g. network switch / radio / Wi-fi access points / server / storage)
Disaster recovery	• Assist in maintaining Council's Disaster Recovery infrastructure • Assist with tests of Council's IT Disaster Recovery Plan
Internet access	• Maintain and monitor Council's web and internet monitoring programs • Maintain and monitor Council's own web servers including SSL and FTP services • Produce internet usage reports, as directed • Monitor firewall logs / security controls to ensure proper configuration of Council's firewall / security controls
Security	• Oversee Council's network and internet security from external attacks • Monitor compliance with Council's email and internet policies • Monitor and deploy Microsoft / ancillary security patches • Monitor and maintain corporate firewall • Support Network & Security Administrator to monitor and maintain corporate Endpoint Detection and Response solution
Continuous improvement	• Assist the Network Services Coordinator in developing and implementing policies, standards and work procedures based on industry best practice
Consultancy	• Provide specialist advice to staff on network and security issues
Other	• Assist in maintaining Network Services procedures and documentation • Work with Desktop Systems Administrator to ensure that network integrity is maintained in desktop deployment application • Liaise with suppliers and contractors where required • Follow councils change management procedures

Working out of Hours	• This position may require participation in a roster or arrangement where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid.
	• If the incumbent is in receipt of such an allowance, then it is expected they will monitor designated communication channels and respond in a timely and appropriate manner.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	  ○ zero tolerance of racism and expectations that staff will act on incidents of racism
	  ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

☐ **Not required.**

☒ **This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)**

Vision and Hearing Requirements

☒ This position requires a vision test

☒ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – *ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor*		☐	☐	☒	☐
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☒	☐
Communicating with others - Written		☐	☐	☒	☐
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☒	☐
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☒	☐	☐
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☒	☐	☐

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Problem solving – *requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☐	☒	☐
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☒	☐	☐
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Short and long-term memory recall – *ready access to documented procedures or precedents to perform requirements of the position*		☐	☒	☐	☐
Emotional resilience – *exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control*		☒	☐	☐	☐
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*		☐	☒	☐	☐

Physical Requirements

☐   This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion. Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – *stay in a seated position*		☐	☐	☒	☐
Standing – *standing in an upright position, moving less than 3 steps*		☐	☐	☒	☐
Walking – *In an upright position, moving more than 3 steps*		☐	☐	☒	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Kneeling – *To lower the body*		☒	☐	☐	☐
Bending – *To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds*		☒	☐	☐	☐
Reaching – *Extending arms out in any direction*		☒	☐	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☒	☐	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☒	☐	☐	☐
Power/open hand grip – *Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended*		☒	☐	☐	☐
Writing/typing		☐	☐	☒	☐
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☒	☐	☐	☐
Low level work – *Performing manual handling actions at or near ground level*		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – *Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders*		☒	☐	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☒	☐	☐	☐
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☒	☐	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

☐   If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

- Coordinate Council's remote access systems. The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to these goals and objectives. The effect of decisions and actions taken in this regard is usually limited to the quality or cost of the programs / projects being managed.
- Adhere to relevant operational procedures relevant to the provision of IT services, in particular with reference to change management and system testing. The provision of specialist advice to clients or regulation of clients is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients in this regard may be significant, but it is usually subject to appeal or review by the Network Services Coordinator and/or the Security and Network Administrator.
- Provide input into the continuous development and improvement of Council's IT infrastructure. This work is usually of an investigative and analytical nature, with the freedom to act prescribed by the Network Services Coordinator and/or the Security and Network Administrator. The quality of the output can have a significant effect on the process of continuous improvement and/or policy development.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent.
- The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.
- Decisions required for day to day operation of the network.
- Make decisions in response to critical incidents when required to restore network services to full operational levels.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Demonstrated understanding of and experience in supporting a complex local and wide area network environment.
- Demonstrated knowledge of Microsoft Backend programs including Windows Server, IIS, MS Exchange and basic SQL functions.
- Demonstrated understanding of Remote Access systems including MS reverse Proxy, VPN, Citrix, etc.
- Demonstrated knowledge of a wide range of Internet technologies.
- Demonstrated understanding of security issues of complex networks.
- Demonstrated understanding of backup and storage (e.g. veeam).
- Demonstrated understanding of virtualisation (e.g. vmware).
- An understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation
- Where managing resources, a familiarity with relevant budgeting techniques is required.

Management & Interpersonal skills

The essential position requirements include:

- Demonstrated skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Demonstrated ability in working both autonomously and as a member of a cohesive and efficient team.
- Demonstrated experience in clearly and accurately documenting work procedures and standards.
- Demonstrated excellent written and verbal communication skills and ability to communicate effectively with staff at all levels.
- Demonstrated ability to prioritise competing demands, handle multiple tasks and meet deadlines to agreed service standards.
- Demonstrated ability to gain cooperation and assistance from clients and other employees in the administration of defined activities and in the supervision of contractors and service providers.

- This position requires the ability to liaise and work in partnership with suppliers to provide effective and efficient services to all Council staff.
- This position will be required to manage external vendors and/or software developers.
- This position requires the ability to liaise, communicate and collaborate with their counterparts in other councils and organisations to discuss and resolve specialist IT matters/issues/problems and with other employees within other business units to resolve intra-organisational problems,
- Ability to prepare reports in relation to technical issues.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	**Signature**	**Date**
Occupant			

Appendix
Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

	• Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	• Actively participates in discussions and activities aimed at improving safety, health and wellbeing • Takes responsibility for the personal safety, health and wellbeing of self and immediate others • Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful
We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Engaged
We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Accountable
We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

Creative
We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Honest
We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.