

# IT SUPPORT OFFICER

## Permanent Full Time – Casino

The Richmond Valley is in the heart of the Northern Rivers, with wide open spaces and room to grow. We're a down-to-earth, friendly community - where you can still enjoy the welcome of a country town, a family holiday by the beach, or a campfire under the open sky.

It's a place of opportunity, where you can get a start in life or find the change you've been looking for - build a home, raise a family, or buy your first acreage. Success is earned through hard work, persistence, and the courage to get back on your feet in hard times. Our organisation is defined by integrity and passion in what we do. When challenges come, we endure, we recover, and we rise once again to rebuild. Our people are connected through a shared love of this place and in serving our community.

### About you

We are looking for a customer-focused IT professional who enjoys solving problems and providing a positive experience for users.

- You will be confident troubleshooting technical issues and resolving complex problems while ensuring systems remain reliable, stable and secure
- A strong communicator, both written and verbal
- Flexible, adaptable and responsive to change

### About the role

This role responds to customer IT incidents to resolve them as quickly as possible, analyses and resolves more complex problems impacting many users or which go beyond simple work around solutions, monitors and supports network and systems. Provides training and support to customers, manages the onboarding and offboarding processes for new staff with respect to IT, and ensures the customers experience of IT systems is that they are fast, stable, reliable and dependable. This role requires excellent customer service.

**Full time:** 70-hour fortnight

**Salary:** Range from \$72,987 to \$83,933 pa + 12% superannuation

**Contact:** Simon Breeze, IT Support Coordinator - (02) 6660 0300

**NOTE:** Please read the role description for more information regarding key accountabilities of the role, essential qualifications and obligations.

## What we offer

Richmond Valley Council offers a range of other benefits for its employees including:

- Long Service Leave after 5 years of service.
- Volunteer and compassionate leave to support you when you need it.
- Ongoing learning and development opportunities.
- Fitness Passport to help you stay active and healthy.
- Free weekly yoga and meditation sessions to support your wellbeing.
- Health and Wellbeing Day
- Access to a confidential Employee Assistance Program (EAP)
- A strong focus on workplace health, safety
- Be part of an inclusive and supportive workplace where people are valued, diversity is embraced and everyone has the opportunity to contribute.

## How to apply

All applications must be lodged online via Council's website

<https://richmondvalley.nsw.gov.au/council/working-with-us/positions-vacant/>

For further information about our recruitment process, please contact our Recruitment team on (02) 6660 0318 or [recruitment@richmondvalley.nsw.gov.au](mailto:recruitment@richmondvalley.nsw.gov.au)

*Council is committed to creating a workforce that celebrates inclusion, diversity and equality. We believe our employees are a reflection of the diverse community we serve and are proud to support equal opportunities for all of the Richmond Valley.*

## Our Values and Behaviours

