



ANABRANCH
BURONGA
COOMEALLA
CURLWAA
DARETON
ELLERSLIE
GOL GOL
MONAK
PALINYEWAH
POMONA
POONCARIE
RUFUS RIVER
TRENTHAM CLIFFS
WENTWORTH

Candidate Information

Technology Support Officer

Join Wentworth Shire Council for a career in a progressive, community-focused work environment that prioritises the interests of the Shire. Wentworth Shire Council is committed to becoming a child safe organisation by embedding the NSW Child Safe Standards across our organisation. An advocate of Equal Employment Opportunity, Council offers outstanding working conditions and a team-oriented, positive culture.

Employees at Wentworth Shire Council are provided with a range of benefits:

- ▶ Accrued Rostered Days Off throughout the year (for eligible roles), in addition to four weeks of Annual Leave
- ▶ Long Service Leave entitlements after five years of service
- ▶ Professional development opportunities

Applications are encouraged from individuals of all backgrounds, including Aboriginal and Torres Strait Islander peoples, people of different ages, those with disabilities, and members of the LGBTIQIA+ community, as well as candidates from various cultural and linguistic heritages.

Wentworth Shire, home to about 8,000 residents, offers a unique lifestyle by the Murray and Darling Rivers. A place of natural beauty and outdoor activities, the Shire is ideal for families. Nearby Mildura provides additional amenities and cultural experiences. This balance makes Wentworth Shire an attractive location for living, working, and exploring.

For further information on advertised positions and details on how to apply, contact Glen Norris, Manager Human Resources:
P: (03) 5027 5027
E: humanresources@wentworth.nsw.gov.au

At Wentworth Shire Council, we value:

Honesty & Integrity

- ▶ We deliver on commitments
- ▶ We act ethically

Accountability & Transparency

- ▶ We take responsibility for our actions
- ▶ We communicate openly and respectfully with our community

Respect

- ▶ We act professionally towards our community and our colleagues

Quality & Commitment

- ▶ We do our best to provide the highest standard of goods and services to our community
- ▶ We are responsive to the needs of our community and always look for ways to better serve our community
- ▶ We are dedicated to fulfilling the Shire's vision and goals



If you require assistance reading and understanding this document, please contact the Translating and Interpreting Service on 131 450 and ask them to call Wentworth Shire Council on 03 5027 5027.

Technology Support Officer

Directorate	Finance & Policy
Location	Wentworth
Classification/Grade/Band	PS Band 3, Level 3, Step 1
Position Code	R2026/23
Date position description approved	January 2021

Council overview

The Wentworth Shire Council region is made up of the following towns and irrigation areas; Wentworth, Dareton, Coomealla, Pomona, Mourquong, Monak, Trentham Cliffs, Pooncarie, Buronga, Gol Gol, Ellerslie and Curlwaa. Some of these towns are classified as villages, and the entire population of nearly 8,000 people is spread across approximately 26,000 square kilometres, making our region one of the most sparsely populated rural council areas. Wentworth Shire Council manages one of the largest road networks in New South Wales (NSW), responsible for maintaining 2139 kilometres of roads, with over 519 km of these sealed. The Wentworth Shire Council Chambers, main office and works depot, library, town hall and Visitor Information Centre are all located in Wentworth.

Council values

- Honesty and Integrity.
- Accountability and Transparency.
- Respect.
- Quality.
- Commitment.

Primary purpose of the position

Support all information technology functions and requirements of Council including but not limited to:

- Assisting the Manager Technology Services in the proactive management and maintenance of Council's Information Technology systems.
- Performing system administration duties associated with corporate software, including configuration and maintenance of servers and databases.
- Providing first and second level helpdesk support and trouble shooting to staff in relation to IT operational matters and to business users in relation to use of business systems.

Duties

- Assist with the optimal operation, maintenance and configuration of corporate software systems.
- Install, configure and maintain PC's, networking equipment and network operating systems.
- Implement and co-ordinate housekeeping procedures, including systems back-ups, setting up user accounts and file management.
- Develop and maintain test plans for business system upgrades and new implementations.
- Exercise proper change management processes when making changes to business systems as per IT Department protocols.
- Document and update all problem solving techniques in central IT documentation for use in Disaster Recovery and/or by other IT staff in the resolution of problems.
- Provide help desk assistance to Council staff by providing advice on operational IT matters, including day-to-day issues and troubleshooting of a technical nature.
- Ensure that all request for assistance and systems changes are appropriately logged, prioritised and responded to in a timely fashion.
- Proactively source information and implement solutions to a diverse range of problems.
- Work collaboratively to ensure that effective communication channels are established and maintained.
- Contribute to continual service improvement across the Information Services department.
- Other duties as required.

Key dimensions

Reports to

Manager Technology Services

Direct reports

Nil

Estimated number of indirect reports

Nil

Budget (operating and capital expenditure)

N/A

Key selection criteria – essential

- Appropriate experience, qualifications, skills and knowledge in ICT including:
 - Virtual Server Environments (VMware)
 - Storage and replication administration
 - Windows Server and Active Directory management
 - Exchange Server management
 - SQL Server Management
 - Dell SonicWall firewall solutions
 - Veeam backup and replication
 - Management of VoIP Telephony System (Zultys)
- Excellent communication skills with the ability to explain complex concepts clearly and simply.
- Sound problem solving skills, research and analytical skills with the ability to implement and manage change in a clear, logical manner.
- Manage time, set priorities as well as plan, and organise one's work to achieve set objectives in the most efficient way possible with available resources and timeframes.
- Demonstrated ability to work both independently and within a team environment to achieve goals.
- Current drivers licence.






Key selection criteria – desirable

- Demonstrated Local Government Experience or knowledge of Local Government operations.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Adept
	Technology and Information	Advanced
	Procurement and Contracts	Foundational
 Workforce Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Acts honestly, ethically and with discretion and encourages others to do so Sets a tone on integrity and professionalism with customers and the team Supports others to uphold professional standards and to report inappropriate behaviour Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Relationships Communicate and Engage	Adept	<ul style="list-style-type: none"> Tailors content, pitch and style of communication to the needs and level of understanding of the audience Clearly explains complex concepts and technical information Adjusts style and approach flexibly for different audiences Actively listens and encourages others to provide input Writes fluently and persuasively in a range of styles and formats
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Participates constructively in unit planning and goal setting Helps plan and allocate works tasks in line with team/project objectives Checks progress against schedules Identifies and escalates issues impacting on ability to meet schedules Provides feedback to inform future planning and work schedules
Resources Technology & Information	Advanced	<ul style="list-style-type: none"> Implements appropriate controls to ensure compliance with information and communications security and use policies Implements and monitors appropriate records, information and knowledge management systems Seeks advice from technical experts on leveraging technology to achieve organisational outcomes Stays up to date with emerging technologies and considers how they might be applied in the organisation.
Workforce Leadership N/A	N/A	N/A

EXECUTIVE LEADERSHIP REPORTING STRUCTURE

Our Organisational Structure is designed to deliver on the Community's Strategic Objectives as outlined in the Community Strategic Plan 2026-2036.

Commenced journey with Council in November 2002.



KEN ROSS

GENERAL MANAGER

Appointed to role in May 2019

OFFICE OF THE GENERAL MANAGER

BUSINESS SUPPORT

- Advocacy
- Civic Service
- Executive Services
- Marketing & Communications
- Mayor & Councillor support

HUMAN RESOURCES

- Human Resources recruitment
- Organisational training & development
- Work Health & Safety
- Workplace & Industrial relations

BUILDING SURVEYING/ ENVIRONMENTAL HEALTH

- Bonds and Permits
- Building Certification
- Food Safety – annual inspections & temporary permits
- Public Health/Skin Penetration/Cooling Towers/UPSS

COMPANION ANIMALS

- Barking Dogs
- Nuisance/Aggressive Dogs
- Rehoming
- Shelter Management

COMPLIANCE/REGULATORY SERVICES/ LOCAL LAWS

- Alcohol Free Zones
- Development compliance
- Education & enforcement
- Noise
- Pollution & contaminated land

DEVELOPMENT ASSESSMENT

- Development Determinations
- Planning Portal management & assistance
- Pre-lodgement advice

RESERVES & LAND TENURE

- Acquisition of land
- Crown land manager
- Native Title

STRATEGIC DEVELOPMENT

- Heritage Protection & Advice
- Planning Proposals & LEP Amendments
- Strategic Planning Projects & Strategies

Commenced journey with Council in November 2008.



SIMON RULE

DIRECTOR

Appointed to role in May 2014

CORPORATE SERVICES

CUSTOMER SERVICES

- Bridge lift bookings
- Cemetery reservations & burials
- Customer enquiries
- Receipting (rates, water accounts, applications)
- Venue hire bookings

BUSINESS & COMMUNITY SERVICES

- Economic & Community Development
- Events
- Library
- Tourism
- Visitor Information Centre

FINANCE & ACCOUNTING

- Accounts payable/receivable
- Accounting services
- Payroll
- Procurement
- Rates

INFORMATION TECHNOLOGY

- Business continuity
- Cyber security
- End-user support
- Geographic Information Systems (GIS)
- Hardware/software/maintenance acquisition

RECORDS

- Record management

RISK & GOVERNANCE

- Audit, Risk & Improvement Committee
- Corporate Compliance
- Corporate Strategic Planning & Reporting
- Internal Audit
- Risk management

STORES

Commenced journey with Council in November 2016.



GEOFF GUNN

DIRECTOR

Appointed to role in August 2019

ROADS & ENGINEERING

ENGINEERING TEAM

- Assets
- Engineering services
- Infrastructure
- Technical Services
- Water & Waste Water

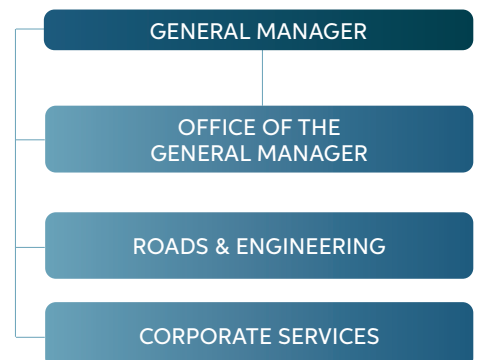
WORKS TEAM

- Aerodrome operations
- Building maintenance
- Civil Works
- Fleet/Workshop
- Landfill/Waste
- Operations
- Parks & Gardens
- Roads



REPORTING STRUCTURE

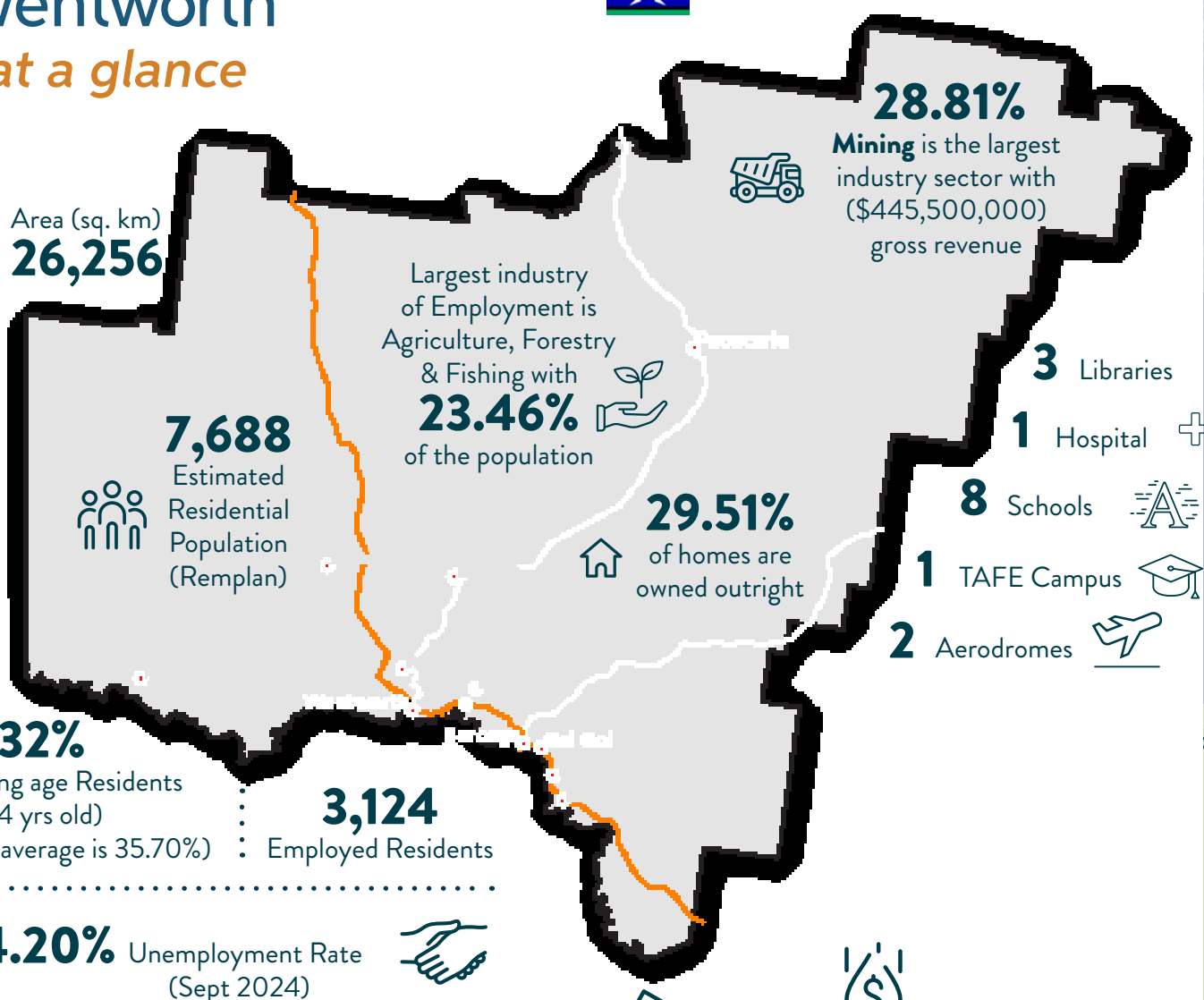
As at 14 November 2025



Wentworth at a glance



8.40% of our population identify as Aboriginal or Torres Strait Islander (State average is 3.44%)



33.32%
Working age Residents
(25-64 yrs old)
(state average is 35.70%)

3,124
Employed Residents

4.20% Unemployment Rate
(Sept 2024)

Year 12 education as the highest form of education

Wentworth
Shire residents
31.40%

vs.

Other areas
of NSW
21.40%

\$95,330
per capita Gross
Regional Product

The individual median wage is **\$696** per week with **16.25%** of people earning over **\$1,500** per week.

43 years old
is the Median Resident age
(State median is 39)

29.62% of Residents are aged under 25
(State average is 30.03%)

20.77% of Residents are aged over 65
(State average is 17.65%)



25.07% of families
earn over \$130,000
vs. state average of 37.59%

1,360km of unsealed road



Contact

-  **Main Service Centre**
61 Darling Street, Wentworth
-  **Postal Address**
PO Box 81, Wentworth NSW 2648
-  **(03) 5027 5027**
-  **council@wentworth.nsw.gov.au**
-  **wentworth.nsw.gov.au**

Have Your Say:
engage.wentworth.nsw.gov.au