



Yorke Peninsula Council

*To be a thriving peninsula, proud of our heritage, lifestyle and diverse, vibrant communities.
A great place to live, work and play.'*

Trainee – Information Technology APPLICATION KIT

Important

Applicants must submit applications in accordance with the principles outlined within the Guidelines for Applicants contained in this kit.

Each application must address the selection criteria within the Application Kit.

Applications can be submitted by:

MAIL

Bobbi Pertini
Manager People, Culture & Safety
Yorke Peninsula Council
Position 4409 Trainee – Information Technology
PO Box 57
MAITLAND SA 5573

IN PERSON

Reception via:

- Maitland Office – 8 Elizabeth Street
- Minlaton Office – 18 Main Street
- Yorketown Office – 15 Edithburgh Road

EMAIL

admin@yorke.sa.gov.au

(Council will bear no liability for email applications submitted but not received)

Applications close Friday 8 December 2023 at 5.00pm.

Council is an Equal Opportunity Employer, is smoke free and committed to a safe and healthy workplace. We thrive in an environment that is welcoming, inclusive and safe, and celebrates difference. We value and embrace our diverse perspectives and brilliant experiences for our diverse community.

We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace.

Andrew Cameron

CHIEF EXECUTIVE OFFICER

Trainee – Information Technology

Section	Corporate & Community Services
Stream	Municipal Employee
Level	Trainee
The Job	This entry level position will provide training and experience in information technology in a large organisation. The trainee will undertake a Certificate III in Information Technology (or as negotiated), and under the guidance of the IT team, learn the fundamentals of IT support, troubleshooting and maintenance, while gaining practical experience in a local government setting.
Position Number	4409
Position Hours	76 hour fortnight (some out of hours work may required).
Position Benefits	Employees enjoy an amazing range of benefits which include: <ul style="list-style-type: none">- 11% employer contributed superannuation into a fund of your choice;- generous salary packaging arrangements;- Corporate Health programme with annual health checks, skin cancer assessments and flu injections;- driver licence allowance;- income protection scheme;- flexible employment opportunities;- job security;- professional development opportunities;- emergency services leave;- family/carers and parental leave;- long service leave;- portability of leave within SA local Government; and- equal opportunity employment.
Position Status	12 month fixed term full time contract
The Person	The successful applicant must have a commitment to ongoing study/training and personal development with a genuine interest in local government and/or information technology as a career.
Salary	Training Wage – starting at \$41,842.89 p.a. plus statutory superannuation. (In accordance with the Yorke Peninsula Council Municipal Employee Enterprise Agreement No 7, 2023).
Medical	A compulsory pre-employment medical examination must be undertaken.
Location	Maitland Office, however appointment is to the Council, therefore the successful applicant may be required to undertake duties at other locations.
Probation Period	13 weeks
Information	Further information about the position can be obtained from Carina Congdon, Team Leader HR & People Experience on 8832 0000.

Guidelines for Applicants

Thank you for your interest in working with the Yorke Peninsula Council is an equal opportunity employer and uses merit-based selection techniques. Please read these guidelines carefully as they are designed to help you understand Council's selection process and to put forward your best case for appointment.

Once you have found a vacancy that you would like to apply for, you should collect as much information about the position as you can.

Included in this information package is a copy of the position description which provides comprehensive information about the position, including duties and responsibilities. The position description also contains the essential and desirable selection criteria i.e. the knowledge, skills and experience required to do the job. It is the selection criteria that form the basis for making a merit-based selection decision.

If you require additional information about the position, you may speak to the contact person named in the advertisement.

Your application

When you apply for a position with Council, the key to gaining an interview is your written application. A good application shows why you are the best person for the position and how your knowledge, skills and experience match the selection criteria. Your application should contain:

- A completed Application for Employment form (**essential**)
- Your statement addressing the selection criteria (**essential**)
- Your resume (**essential**)
- A brief covering letter (**optional**)

Statement addressing the selection criteria

Short listing (or selection for interview) is based on how well your skills, knowledge and experience meet the selection criteria. Therefore you must include a statement addressing the selection criteria in your application. If not, you are unlikely to get an interview.

Make a separate heading for each selection criterion and for each one, describe your knowledge, skills and experience and how they relate to the job. One way to do this is by providing relevant examples of the work you have completed in your previous and current employment. For example, it is not sufficient just to state, "I have strong project management skills." Ideally you should give a description of the projects you have managed, what you did on those projects, and what was achieved. This will enable the selection panel when assessing your application, to develop a good understanding of your capabilities. You should also emphasise your major achievements as well as any transferable knowledge and skills that may have been gained outside of paid employment.

Example:

Proven ability to work efficiently and effectively within a team and/or independently

I have worked across a number of different industries and this has allowed me to develop my ability to work well and productively with a wide range of individuals and teams. My strong communication skills allow me to work well in team environments. Whilst completing my traineeship with Company XYZ I had the opportunity to work two different teams with different outcomes. I found I was able to adapt easily to the different environments and be an asset to both teams.

In my approach to my work I am professional and practical, and as an effective team member am always willing to pitch in to complete the work that needs doing. My previous role with Company ABC allowed me to also work autonomously. I used a task driven approach to ensure that I completed my tasks on time. This ability to stay on track contributed to the team as a whole as well.

Your resume

Prepare a resume (or curriculum vitae) which is clear, concise, up-to-date and includes:

- Personal details
- Education and training
- Employment history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- Skills/experience gained outside of paid work
- Contact details for two referees

The application form

Complete the 'Application for Employment Form' and enclose it with your application.

Important notes

- Please ensure that your application and attachments are securely held together and avoid sending them in folders or binding.
- Applications submitted past the closing date are not accepted unless written advice of intention to apply was received before the closing time and the formal application is received within an agreed time frame.
- Applications that are unsolicited or do not address an advertised position will not be considered and are discouraged by Council.

Interview and Selection

Reviewing Applications and Preparing a Shortlist

The first step in the selection process is to review all received applications and prepare a shortlist.

Applications are assessed against the essential and/or desirable selection criteria found in the position description. Applicants who best meet the selection criteria will be short-listed and contacted for an interview. Those who do not meet the selection criteria or who are not competitive with other applicants (due to lesser experience or qualifications) will not be short-listed for an interview and will be notified in writing as soon as practicable.

The Interview and Other Work Tests

Relevant members of council staff will conduct the interview. Interviews are conducted in a structured manner and questions based on the selection criteria.

Applicants will be asked to give examples of how they have performed in situations similar to those they will face in the job. The interview allows the selection panel to create a clear picture of the applicant's past knowledge, skills and experience as they relate to the functions and responsibilities of the job. The selection panel may use a number of methods in addition to the interview to assess the applicant's ability to perform a job. For example, applicants may also need to demonstrate competency on an item of plant or complete a problem-solving exercise.

It is a good idea to prepare for your interview. Some handy tips include:

- Think about the types of questions you might be asked at an interview and practise your answers out loud;
- Think about your strong points and major achievements;
- Think about how your knowledge, skills and experience relate to the requirements of this job

During the interview it is a good idea to:

- take your time – think about your answer;
- ask for clarification if you don't understand any of the questions;
- give relevant and complete information;
- describe what you were responsible for and what you achieved;

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- talk with confidence and in a positive manner;
 - give specific examples of your past work to support your answer
 - avoid exaggerating

Council will endeavour to meet any special requirements you may have to enable you to attend the interview, such as building access or communication assistance. Please inform the HR Officer of any requirements at the time you are invited to attend an interview. The Yorke Peninsula Council does not reimburse interview expenses.

Reference Checks

After the interviews have taken place, Council will contact the nominated referees of the preferred applicant(s). It is important that the referees you nominate can support the information you provided in relation to your work behaviour and performance and are aware that they may be contacted.

Pre-employment medical examination

In the interest of providing a safe and healthy workplace, our recruitment and selection process includes a pre-employment medical examination. The medical will be conducted at Council's expense.

Notification

If your application is successful, you will be telephoned and offered the position. A written offer including conditions of employment will then be forwarded by mail.

After an offer of employment has been made and accepted, all other applicants will be notified of the outcome by letter. This process is normally completed within two weeks of the interviews being conducted.

Further Information

For assistance, guidance or feedback in the preparation of your application, feel free to contact Council's HR Officer, Carina Congdon in person at the Maitland office, 8 Elizabeth Street, Maitland or by phone (08) 8832 0000.

Application Checklist

Your application **must include**:

- This completed application form;
- A copy of your full resume or curriculum vitae;
- Your statement addressing the selection criteria; and
- A covering letter (optional).

The Council

Council is very progressive, proactive, innovative and forward thinking and is proud of its achievement in becoming the first Council in the state to gain Quality Certification across its entire operation. The Yorke Peninsula Council covers an area of 5,834 square Km, is approximately 175km from north to south and an average width of 30Km, with 485Km of coastline.

The Council's population is estimated to be approximately 11,200, with in excess of 180,000 people enjoying the peninsula while en route to visit Innes National Park each year. Extensive development is currently taking place at Port Vincent, Stansbury, Point Turton and Marion Bay. This emphasizes the potential of the Yorke Peninsula.

The Area

South Australia's Yorke Peninsula is an easy 2 hour drive from Adelaide. The Peninsula is a draw card for boating, fishing, diving and swimming in the calm waters surrounding most of the peninsula, in addition, the hollow beach breaks and powerful reef set ups in the southwest corner are ideal for surfers. The Peninsula also caters for bushwalks, cliff top and shoreline rambles or just leisurely relaxing by the sea.



Yorke Peninsula Council

Application for Employment

POSITION NO: _____

POSITION APPLIED FOR: _____

PERSONAL DETAILS:

Surname: _____ Ms/Mrs/Miss/Mr

Given Names: _____

Home Address: _____ Postcode: _____

Postal Address _____ Postcode: _____

Contact Numbers: Home _____ Work _____

Mobile _____ Email _____

ADDITIONAL INFORMATION

Please indicate the basis on which you are eligible to work in Australia.

- Australian Citizen
- Permanent Resident
- On a Working Visa

Have you any known condition which the Council will need to accommodate either for interview or for you to perform the duties of the position for which you have applied? Yes / No

If so, please give details _____

Where did you see this position advertised? _____

SELECTION CRITERIA

The position for which you have applied requires certain skills, knowledge and experience considered essential and desirable in performing the duties of the position. This selection criteria is listed in the position description and will be used to assess your application.

In addition to completing this application form, please ensure that you list each of the selection criteria and state how your experience, skills, qualifications and knowledge enable you to meet them, so that the selection committee can form an accurate opinion of your eligibility for the position.

I have addressed the selection criteria as part of my application

DECLARATION

I declare that all the information supplied in this application and any attached documents are true and accurate, and I understand that if I provide any false information, omissions, or misrepresentations are discovered, my application may be rejected and, if I am employed, my employment may be subsequently terminated at any time.

Signature _____

Thank you for your interest in applying for this position
'Equal Opportunity in Employment and Appointment on Merit are Council Policy'



Agriculturally rich-Naturally beautiful

Yorke Peninsula Council

Position Description

The attached position description (PD) and associated information should not be considered as a comprehensive, complete and/or exhaustive list of responsibilities, criteria or outcomes for the position.

Instead, the PD is intended to offer a concise account of the general nature of the work that Council requires to be undertaken, including the type and range of skills, qualifications and experiences that the Council believes the incumbent should possess in order to competently undertake the duties.

You can and will be asked to undertake duties within your competence, skills, abilities and training that may not be mentioned in the attached documents.

The incumbent should be aware that their role and position within Council is dynamic. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is highlighted and expected by the Yorke Peninsula Council.

People and jobs develop over time, so the attached PD is a 'living document' and your active involvement in the evolution of the document is critical.

Our Culture

In our workplace we value and support each other. To achieve this we commit to the YPC Staff Values and Behaviours:

Collaborative
Transparent
Fairness
Integrity
Purpose



Yorke Peninsula Council
POSITION DESCRIPTION

Title:	Trainee – Information Technology
Level:	National Trainee Wage
Section:	Corporate & Community Services

Position Objectives

This entry level position will provide training and experience in information technology in a large organisation. The trainee will undertake a Certificate III in Information Technology (or as negotiated), and under the guidance of the IT team, learn the fundamentals of IT support, troubleshooting and maintenance, while gaining practical experience in a local government setting.

Responsibilities

- Provide first line technical support to end-users, including troubleshooting hardware and software issues and responding to basic IT enquiries.
- Assist in the set up, maintenance, and configuration of hardware.
- Help install, update and troubleshoot software applications used by Council, ensuring that users have access to the necessary tools.
- Learn to assist with the maintenance and monitoring of the local area network (LAN) and assist in addressing connectivity issues.
- Undertake structured training and make satisfactory progress towards completion of Certificate III in Information Technology (or as negotiated) as required by the Training Agreement or Contract for Traineeship, and other short courses as defined.
- Undertake duties in other areas of operations as directed by the Leader Systems & Technology.
- Ensure work is carried out within required timeframes and that deadlines are met.
- Ensure confidentiality and integrity of corporate systems and maintain information as directed.

Specialist Skills and Knowledge

- Ability to communicate effectively and courteously.
- Numeracy and literacy skills.
- Manage and plan own work effectively and utilise problem solving skills when dealing with various matters.
- Proficient keyboard skills and knowledge of word processing, and other application software relevant to the position
- Ability to work under direction from senior officers.
- Willingness to seek advice from senior staff where established procedures are not documented.
- Customer service skills.
- Knowledge of general office procedures.
- Knowledge of the Council district and the services provided by Council.
- Basic knowledge of computer hardware and software.
- Understanding of Council policies.
- Good knowledge of Council's organisational structure, and the functional responsibilities of each Department and Officer.
- Support Council by transferring knowledge and mentoring others as appropriate.

Experience and/or Qualifications

- Maintain relevant qualifications, licences, skills and competencies relevant to the role.

Training

- Undertake training as appropriate, to develop and maintain competencies.
- Attendance at conferences, seminars, workshops and other training activities as appropriate, to maintain an awareness of trends and issues and keep abreast of changes in legislation which may impact on Council's administration of procedures, policies and activities relevant to your role.

Organisational Relationships

- Responsible to the Leader Systems & Technology.
- Assist other Administration staff as required.

Extent of Authority

- Exercise a degree of judgment in planning own work.
- Work within established guidelines and procedures.

Accountability

- Required to comply with Council's Code of Conduct.
- An annual review of staff performance will be carried out. Written confirmation of this review and discussion of any points raised will follow with employees.
- Accountable to Council through the Chief Executive Officer and your immediate supervisor for the performance of your duties relative to Acts, Regulations and Council's Policies and Procedures.
- Employees are responsible for managing their leave and accrued time so that entitlements do not carry from one period to another without approval in accordance with the Enterprise Agreement and policy requirements.

Performance Standards

- Confidential and sensitive information to be handled with discretion and integrity.
- Employees are required to ensure that the integrity of confidential information gained during their employment is maintained permanently.
- Effective timekeeping.
- Completion of training modules in timely manner.
- Effective communication with all levels of the organisation.
- Accuracy of work and ability to meet deadlines.
- Prompt and effective response to telephone, e-mail and counter enquiries.
- Appropriate prioritisation and organisation of duties.

Quality and Continuous Improvement

- Comply with all Council policies, procedures and processes.
- Contribute to the identification, development, implementation and evaluation of improvements to Council policies, procedures and workplace practices.
- Participate in quality and continuous improvement projects and initiatives to meet strategic and departmental goals and objectives.
- Contribute to and facilitate a continuous learning philosophy through maintaining qualifications and learning and applying new skills and competencies.

Records Management

- Employees are responsible and accountable for adequately managing the corporate records they create and receive according to Council policies, procedures and relevant legislation that also includes the State Records Act
- Ensure corporate records are captured and stored on Council's Electronic Document Records Management System (EDRMS) and not on personal storage devices/hardware.
- Ensure records are not damaged or destroyed unless permission has been obtained from the Records Management section in consultation with State Records.

Health and Safety Responsibilities

- Observe and comply with all Work Health and Safety legislation, codes of practice, policies and procedures within the Yorke Peninsula Council including all safe operating procedures or instructions.
- Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation to the above.
- Use safety devices and personal protective equipment correctly and in accordance with health and safety procedures.
- Obey all instructions from their supervisors issued to protect their own personal health and safety and that of others, and not to perform any procedure or task unless they have received appropriate training and instruction.
- Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting.
- Take such action as is within their competency and responsibility to report or make such recommendation to a higher level, as they deem necessary, to avoid, eliminate or minimise hazards of which they are aware of in regard to working conditions or methods of work.
- Reasonable steps are taken when procuring goods on behalf of Council including undertaking a pre purchase risk assessment, risk assessments are reviewed and updated and any other compliance requirements relating to goods, services, plant and hazardous chemicals are completed in line with procedural requirements.
- Keep work areas in a safe condition.
- Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug.
- Not to interfere with, remove or displace any safety guards, safety devices or protective equipment unless it is as part of an approved maintenance or repair procedure.
- Elect Work Health and Safety Representatives.
- Fulfill individual requirements to meet any documented WHS objectives arising from performance and development reviews.
- Support and use appropriate consultative structures.
- Contribute to a culture where everyone places Safety First.

Risk Management Responsibilities

- To actively contribute to and embrace the Yorke Peninsula's Council Risk Management Program.
- Ensure that all operational activities are conducted in an environment where risk is identified and action plans are in place to remove the risk, control the risk or minimise the risk.

Occupant:

Date Appointed:

Occupant signature:

Date:

Approved by:

Manager People Culture & Safety

No. of Sheets:

Supervisor:

Leader Systems & Technology

Supervisor signature:

Date:

SELECTION CRITERIA *(These criteria must be addressed when applying for this position)*

ESSENTIAL CRITERIA

1. Demonstrated genuine interest in Information Technology as a career.
2. Commitment to ongoing study/training and personal development.
3. Demonstrated verbal and written communication skills.
4. Proven ability to interact courteously with members of the public in a range of situations.
5. Demonstrated ability to apply accuracy and attention to detail.
6. Demonstrated skills in the use of Microsoft Office and an understanding of Windows operating systems.
7. Provide ability to work flexibly and effectively in a team environment.

DESIRABLE CRITERIA

1. Demonstrated understanding of the role, procedures and functions of Local Government.

2. Current drivers licence.
3. Understanding of implications of Work Health Safety legislation in the workplace.
4. Understanding of confidentiality requirements in the workplace.

SPECIAL REQUIREMENTS

Successful applicants will be required to:

- prove their eligibility to work in Australia; and
- undergo a pre-placement medical assessment prior to finalisation of selection.

The qualifications, skills and experience outlined in this position description are ideals to which occupants will aspire.