What is a Traineeship?

Traineeships are an opportunity to get paid while you gain experience and a formal qualification held in high regard by employers.

Balonne Shire Council has received funding from the Queensland Government's "Skilling Queenslanders for Work" initiative and is offering a traineeship in "Certificate II in Applied Digital Technologies".

This position is for a fixed term of twelve months. Training is provided on the job and formal study is organised by a Registered Training Provider. Some study time will be available during working hours; however the successful applicant must be prepared to commit some of their own time to the completion of the course work.

What do the trainees do?

Duties could be described as Information Technology support and include IT, administration and customer service support within Council while undertaking training through the traineeship. A copy of the position description for this traineeship has been attached.

Who is eligible to apply?

As this traineeship is partly funded though a grant program there are conditions on who can be employed.

Factors such as the previous completion of a traineeship or prior study may preclude some individuals. Any offer of employment is conditional on confirmation that the applicant is eligible for a funded position.

Benefits and Conditions

Employment will be in accordance with the Local Government Industry (Stream A) Award State – 2017 and Balonne Shire Council Certified Agreement

- Prior to appointment, the chosen applicant will need to successfully complete a Pre-Employment Medical Examination and a Criminal History check.
- 19 day month.
- 5 weeks Annual Leave with 17.5% loading per annum.
- 15 days Sick Leave per annum.
- Council offers employees the ability to salary sacrifice some expenses such as rent through a salary packaging arrangement.
- Weekend and after hours work may be required at times.
- Balonne Shire Council is an equal employment opportunity employer and offers a smoke free working environment.
- Superannuation – Guarantee Levy (11.5%) plus Council contribution of 2% applicable on commencement of employment. Contributions at the rate of 6% (employee) & 13.5% (employer) are compulsory after 12 months employment. Personal contributions are able to be salary sacrificed

How to Apply
Council is seeking someone who is enthusiastic, courteous, punctual and has a high-quality work ethic. Your application should highlight any experience or other attributes which would make you more likely to excel in the position.

You need to apply in writing and your application should include the following:

- Completion of Traineeship Application Form
- Current resume (include date of birth, names and contact details of referees who can attest to your work performance or character)
- Copies of qualifications, certificates.

Applications must be submitted by 5pm on **Thursday 2 January 2025** as follows:

Email: recruitment@balonne.qld.gov.au

(Job Ad Reference name only in subject line – 24-25-022)

Hand delivered: 118 Victoria Street, St George Qld

Post: Chief Executive Officer
                    Balonne Shire Council
                    PO Box 201, St George Qld 4487

Still have questions?
For further information call Debbie Green on (07) 4620 8888.

We thank you for your interest in Balonne Shire Council!

Application for Employment Form
INFORMATION TECHNOLOGY TRAINEESHIP – ST GEORGE

This form MUST be completed when applying for a traineeship position.

PART 1 – VACANCY DETAILS

Position Title:	**Information Technology Traineeship – St George**		
Job Ref. No:	24-25-022	Closing Date:	**5 pm Thursday 2 January 2025**

PART 2 – APPLICANT DETAILS

Given Name/s			
Last Name			
Address			
Town		State:	Post Code
Mobile		Work Phone	
Email Address			
Date of Birth		☐ Male ☐ Female	Citizenship:

PART 3 – ADVERTISING SOURCE

How did you become aware of this vacancy?

☐ Balonne Shire Council Website ☐ Social Media ☐ Employee referral

☐ Other (please specify):

PART 4 – EDUCATION HISTORY

Please provide details of highest educational (secondary) standard achieved:

Level of education completed:

Date Completed:

Do you hold any current qualifications – either Certificate, Diploma or University Degree Level:

☐ No ☐ Yes **If yes**, please provide details of all qualifications currently held:

Place of Study:

Course Name:

Date Completed:

Place of Study:

Course Name:

Date Completed:

Please provide details of licenses, certificates or qualifications relevant to the position you are applying for:

Certificate	Date completed
Licence	Valid to
Qualification/Ticket	Date completed

PART 5 – EMPLOYMENT HISTORY

Please provide details of your employment history to date, starting with your most recent position:

Employer	Period Employed	Position held	Key duties performed

PART 6 – REFEREE DETAILS

Please provide the details of two work related referees below:

Name:		
Company:		
Contact details:		
Relationship to you:		

PART 7 – ELIGIBILITY INFORMATION

This information is confidential and is a guide only for government funding eligibility. Approval for Australian Government funding incentives subject to assessment by an Australian Apprenticeships Centre. Balonne Shire Council collects personal information for the purpose of recruitment, selection and administering employment. Personal information will not be disclosed unless required by law or the candidate has given their consent. For further information, refer to Council's Privacy Statement and Collection of Personal Information.

Do you identify with any of the following groups (any of these groups assist eligibility)

Aboriginal or Torres Strait Islander, Migrants and refugees from culturally and linguistically diverse backgrounds ☐ Yes ☐ No

If yes, please advise brief details of your ethnic/cultural background:

_____ ☐ Yes ☐ No

Person with a disability

If yes, please provide brief details of disability:

_____ ☐ Yes ☐ No

Displaced worker (that is, lost employment with another employer)

If yes, please advise brief details of previous employment:

_____ ☐ Yes ☐ No

Woman re-entering the workforce

If yes, please advise brief details surrounding your current situation:

_____ ☐ Yes ☐ No

Are you currently on any government benefits? (e.g. JobSeeker, Youth Allowance or Disability) **If yes**, please advise brief details of current benefit: _____	☐ Yes ☐ No
Are you currently registered with a job network provider? (e.g. Best Employment, Busy at Work) **If yes**, which job network provider: _____	☐ Yes ☐ No

PART 8 – APPLICANT DECLARATION

I certify that the information contained in this Application for Employment Form and any other written information submitted as part of my application is true and complete to the best of my knowledge. I understand that, should I provide untruthful or misleading information, this application may be rejected or my employment with Balonne Shire Council subsequently terminated.

I understand that I will be required to present original licences, tickets and qualifications upon, or prior to, commencement of employment with Balonne Shire Council.

I understand that I may be subject to undergoing a pre-employment medical examination, criminal history check in order to obtain employment with Balonne Shire Council.

Applicant's Signature: _____   Date:_____

Position Description – **Information Technology Trainee**

POSITION DETAILS

DEPARTMENT:	Finance and Corporate Services
POSITION:	Information Technology Trainee
REPORTS TO:	IT Coordinator
DIRECT REPORTS:	Nil
PRINCIPAL LOCATION:	118 Victoria Street, St George
EMPLOYMENT BASIS:	Full-time, temporary 12 months
POSITION PURPOSE:	The traineeship will cover a twelve (12) month period. Continued employment on completion will be subject to organisational needs and cannot be guaranteed. Throughout the traineeship, the trainee will be required to complete a Certificate III in Information, Digital Media and Technology whilst learning about IT functions in a corporate environment and assist in providing general IT support within the Balonne Shire Council. The trainee will also provide administrative and customer service support for the Council's corporate, finance and administration functions while under training through the traineeship

POSITION REQUIREMENTS (section criteria)

TYPE	ESSENTIAL	DESIRABLE
QUALIFICATIONS	1. Successful completion of Year 10	1. Current QLD C Class Drivers Licence
SKILLS	2. Ability to operate modern office equipment including computers, printers and photocopiers 3. Ability to exercise confidentiality, tact and discretion 4. Basic written and verbal communication skills 5. Sound literacy and numeracy skills 6. Basic computer service skills and ability to maintain good working relationships	
EXPERIENCE		2. Basic knowledge of IT systems

IMMUNISATION REQUIREMENTS

The ticked boxes indicate the immunisations required for this role in accordance with the ***BAL-1044 Immunisation Procedure.***

☐ Influenza	☐ Hepatitis A	☐ Varicella (chickenpox)	☐ Pertussis (whooping cough)
☐ Tetanus	☐ Hepatitis B	☐ MMR	☐ Rabies
☐ Q Fever	☐ Other:		

POSITION KPI's

Key performance indicators for the position are developed in consultation with the employee as part of their annual performance appraisal.

Position Description – Information Technology Trainee

AUTHORITY/DELEGATION

Works independently, as well as in a team, within general guidelines and objectives provided by the IT Coordinator. This position has delegated purchasing authority in accordance with *Council's Delegation Register*.

RESPONSIBILITIES

INHERENT RESPONSIBILITIES

- To work in a competent, professional, and ethical manner at all times, respecting clients and fellow workers.
- Work in a safe manner at all times and report any workplace risks.
- To comply with all Council policies, practices and procedures and fulfill Council reporting functions as required.
- Communicate all health and safety matters to supervisors where applicable.
- To be punctual and reliable
- To report problems or difficulties encountered
- Contribute to the Council with suggestions for improvement
- Monitor personal qualifications and licences to ensure currency
- All council employees are bound by the *Local Government Act 2009* to act with integrity, and in a way that shows a proper concern for the public interest. All employees are responsible for acting in accordance with the Balonne Shire Code of Conduct and relevant policies, procedures and protocols as may be applicable.
- Communicate reliably and regularly, especially when working alone.
- Be environmentally responsible by minimising wastage without compromising safety or effectiveness

KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities include but are not limited to:

Traineeship Modules
- Successful completion of all modules within the Training Plan. Training is provided on the job and some study time will be available during work hours, however personal time must also be committed to ensure successful completion

Information Technology Duties
- Commitment to undertake all training requirements and successfully completing a Certificate III in Information and Technology
- Assist in the provision of IT support within Council, including user support requests, answering the phone, recording appropriate documentation, helpdesk duties, backup duties, maintaining computer asset register and other general IT support duties
- Completing tasks assigned within appropriate timeframes
- Assist in hardware and software installation and maintenance
- Ability to record all work effort and client communication in the IT Service Request system
- Refer matters that impacts Council to appropriate Supervisors and/or Managers
- Ability to work effectively and flexibly with others in a team environment
- Ability to clearly understand and adhere Council's Code of Conduct, policies and procedures
- Maintain a high level of ethical standard and confidentiality of information in accordance with Council policies
- Perform other duties within your capabilities as directed

MANAGEMENT SYSTEMS RESPONSIBILITIES

Organisational Continuous Improvement & Quality Management
- Willingness and ability to adapt to challenge and opportunities, for example:
    - changing workforce capabilities through multiskilling, succession planning, knowledge management
    - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live by Council's values
- Willingness and ability to advocate a positive and constructive organisational culture

Position Description – Information Technology Trainee

- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community and self
- Willingness to actively participate in all training provided

Work Health & Safety (WHS) and Risk Management
- Be responsible and accountable for adhering to the WHS Obligation & Responsibility Statements applicable to the position. A copy of the current Obligations and Responsibility Statement will be provided as part of induction. All safety documentation is available in Council's safety management system
- Be responsible for applying WHS to daily tasks performed in the workplace including completion of risk assessments
- Undertake a vaccination risk assessment and ensure required vaccinations are completed
- Ensure compliance with COVID Safe Plans as applicable
- Maintain knowledge of safe work procedures in relations to maintenance and construction work
- Report all matters beyond your authority promptly
- Take all practical measures to ensure that your workplace is safe and without risk to health or property

ADMINISTRATION RESPONSIBILITIES
- Assist with the continuing development of cultural change and continuous improvement within the workforce to ensure departmental services are provided in a competitive, cost effective manner
- Provide appropriate information as requested to assist with the preparation of annual estimates of expenditure in the section, and to report to the IT Coordinator circumstances which may cause significant variances in actual expenditure from approved estimates as soon as identified
- Ensure that requests are investigated, acted on and reported upon in accordance with Council Policy
- Ensure that Council Policies and manuals are fully understood and adhered to
- Ensure that approved purchasing procedures are adhered to
- Keep the IT Coordinator appropriately and adequately informed on the current state of activities in the section and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced
- Completion of digital time sheets on a daily basis

ORGANISATIONAL STRUCTURE

Chief Executive Officer — Director Finance and Corporate Services — Manager Corporate Services — IT Coordinator — **IT Trainee**

Director Finance and Corporate Services — Manager Finance Services