

INFRASTRUCTURE SUPPORT OFFICER POSITION DESCRIPTION

Position Title	Infrastructure Support Officer
Directorate	Infrastructure Services
Department	Roads Infrastructure
Position No.	
Classification	Level Two (2) - Level Three (3)
Awards Stream	Queensland Local Government Industry (Stream A) Award - State 2017
Reports To	Senior Project and Administration Services Officer
Last Review Date	April 2026

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The Infrastructure Services Directorate delivers a unified approach to the management of Roads Infrastructure, Parks and Recreation, Corporate Properties, Fleet and Engineering Services within Isaac Regional Council.

POSITION SUMMARY:

The Infrastructure Support Officer position provides administrative support to assist in meeting the requirements of the Infrastructure Services Directorate, under the direction of the Senior Project and Administration Services Officer.

DUTIES:

Position Accountabilities and Performance Objectives

1. Deliver administrative support aligned with departmental priorities and requirements, including accurate and timely minute-taking, data entry, databases, preparation and delivery of reports, spreadsheets and presentations.
2. Maintain courteous, professional and approachable communication when liaising with internal and external customers.
3. Prepare correspondence to respond to Customer Requests and other matters as directed by the various departments within Infrastructure Services.
4. Receive Customer Requests and allocate to the appropriate officers for investigation.
5. Monitor and report overdue Customer Requests to ensure compliance with Council's Customer Request Management (CRM) Process and the Directorate standards.
6. Generate Customer Request Action reports for submission to Council.
7. Create and maintain accurate data entry for works orders to support departmental requirements.
8. Provide regular updates and statistical reports on works order progress and outstanding items to management.
9. Generate and deliver regular reports on overdue road inspections, intervention-level conditions and road performance.
10. Prepare and process monthly claims for Road Maintenance Performance Contract (RMPC) activities.
11. Assist with the process of managing and removing abandoned vehicles.
12. Ensure accurate and timely administration of procurement for directorate needs.
13. Manage leave calendars and ensure timely collation and forwarding of timesheets and leave forms to Payroll.
14. Provide Stores and purchasing support for local crews including processing invoices, verifying goods, auditing stock and issuing PPE.
15. Provide administrative support to Supervisors and Managers as required.
16. Perform additional duties as required, within the scope of skills, competence and training.

KEY COMPETENCIES:

Essential Knowledge and Skills

1. Demonstrated knowledge of, or the ability to quickly acquire knowledge of processes including instructions, procedural manuals, concepts, and safety regulations.
2. Demonstrated ability to work effectively within multi-disciplinary teams.
3. Demonstrated capacity to contribute as a team member and operate independently with minimal supervision.
4. Strong interpersonal and written communication skills, readily applicable to this role.
5. Comprehensive understanding of the principles of excellent customer service and a demonstrated commitment to delivering it.
6. Understanding of financial procurement procedures and relevant requirements.
7. Willingness and ability to learn and adapt to new software applications.

Experience

1. Extensive experience and proficiency in Microsoft Office Suite.
2. Strong capability in processing invoices and tracking expenses and data entry.
3. Exceptional time management skills with the ability to prioritise tasks and meet deadlines.
4. Ability to resolve unexpected issues calmly and efficiently.
5. Strong attention to detail in maintaining accurate digital and physical records.

Qualifications

Mandatory – this role requires:

1. Valid Driver Licence.

Desirable

1. Certificate III in Business Administration (or higher) or minimum of five (5) years demonstrated experience in a similar role.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

This position operates with a degree of autonomy under general direction, exercising discretion within established policies and practices. The role holder must understand that their authority is limited to their delegated powers and ensure compliance with all associated responsibilities and obligations.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		