

POSITION DESCRIPTION

POSITION TITLE:	Technical Officer – Business Technologies
ORGANISATION DIVISION:	Corporate Services
WORK LOCATION:	Carlton
CURRENT OCCUPANT:	New position
RESPONSIBLE TO:	Facilities Project Manager

1. POSITION SUMMARY

Reporting to the Facilities Projects Manager, the Technical Officer – Business Technologies (Information & Communications Technologies (ICT) & clinical equipment) will be responsible for providing high quality and effective client services, including:

- providing on-site technical support as directed to ACO staff across all locations in relation to the use of business technologies;
- monitoring the performance of business technologies, working closely with the Facilities Project Manager to support the development of a life-cycle planning approach for the ACO's ICT and clinical equipment.

2. KEY RESPONSIBILITIES

Specific responsibilities of the role:

- provide on-site technical support, as directed, to ACO staff across all locations, including Outreach, in relation to the use of business technologies, including liaison with outsourced helpdesks for IT and phone services, as required;
- regular ICT and clinical equipment health-checks at all ACO locations in accordance with relevant programs of work and making recommendations for asset repair or replacement;
- co-ordination of ICT stocks and orders, working closely with the Finance & Procurement Teams to ensure that agreed controls are maintained and that stock levels are monitored and reported;
- roll-out of new equipment in accordance with agreed protocols;
- onsite supplier liaison and oversight in relation to business technology issues including co-ordinating works & reporting in accordance with relevant standards and legislation;
- monitor progress with helpdesk calls and follow up outstanding issues with outsourced providers;
- regular back-up on tape rotation in accordance with approved protocols;
- work closely with the Facilities Projects Manager to ensure robust arrangements for life-cycle planning and long-term budgeting (clinic equipment & ICT) are in place;
- respond to Spiceworks tickets in relation to clinic equipment & ICT issues reporting on key trends;

- provide support to the Technical Officer - Facilities & Infrastructure as required;
- work in accordance with Safe Working Practices (SWP) set by the ACO from time-to-time and support the enforcement of policies, systems and controls in relation to the use of business technologies and overall facilities and asset management at the ACO;
- out of hours support as required;
- any other duties as directed by the Facilities Projects Manager.

3. KEY SELECTION CRITERIA

- relevant qualifications in ICT or strong hands-on experience in working with business technologies – a tertiary qualification in Computer Science, Computing or Engineering will be considered favorably;
- a technical and logical thought process and an ability to complete minor repairs and device setup in accordance with agreed frameworks;
- a keen eye for detail;
- well-developed interpersonal and verbal communication skills and capacity to respectfully liaise with people at different levels both internally and externally;
- excellent organisational skills and ability to manage multiple tasks and prioritise workload, whilst consistently delivering positive outcomes;
- capacity to work autonomously but also as a part of a team;
- proficient in the use of Microsoft Office;
- holds a current Victorian driving licence with no endorsements.

4. ENVIRONMENTAL, HEALTH & SAFETY RESPONSIBILITIES

All ACO staff are responsible for observing and practising safe work practices and procedures, including:

- taking reasonable care for the safety of self and others
- ensuring that any hazardous conditions, near misses and injuries are reported immediately to a supervisor
- seeking guidance for all new or modified work procedures
- participating in meetings, training and other health and safety activities
- wearing personal protective equipment as provided
- using equipment in compliance with relevant guidelines, without wilful interference or misuse
- adopting work practices that support OHS programs.

5. ORGANISATIONAL RELATIONSHIPS

Reports to: Facilities Projects Manager

Direct reports: None

Internal Liaisons: Chief Executive Officer
Executive General Manager Finance & Corporate Services
Leadership Team
Technical Officer – Facilities & Infrastructure
ACO and NVRI staff

External Liaisons: IT consultants
Contractors and suppliers

POSITION TITLE:	Technical Officer – Facilities & Infrastructure
ORGANISATION DIVISION:	Corporate Services
WORK LOCATION:	Carlton
CURRENT OCCUPANT:	New position
RESPONSIBLE TO:	Facilities & Project Manager

1. POSITION SUMMARY

Reporting to the Facilities Projects Manager, the Technical Officer – Facilities & Infrastructure will be responsible for providing high quality and effective client services, including:

- providing on-site technical support as directed to ACO staff across all locations in relation to facilities & infrastructure;
- monitoring the performance of facilities & infrastructure, working closely with the Facilities Project Manager to support the development of a life-cycle planning approach for the ACO's facilities infrastructure and fleet asset base.

2. KEY RESPONSIBILITIES

Specific responsibilities of the role:

- provide on-site technical support, as directed, to ACO staff across all locations in relation to facilities & infrastructure;
- regular Occupational Health & Safety (OHS), facilities & infrastructure health-checks at all ACO locations in accordance with relevant programs of work and making recommendations for asset repair or replacement;
- work closely with the Facilities Projects Manager to ensure robust arrangements for life-cycle planning and long-term budgeting (fleet, facilities and infrastructure equipment) are in place;
- onsite supplier liaison and oversight, including co-ordinating and reporting on routine maintenance of all facilities, vehicles, plant and equipment in accordance with ACO policies and relevant standards and legislation;
- co-ordinate building compliance audits and works (e.g. electrical testing and tagging) in accordance with ACO policies and other legislative requirements;
- respond to Spiceworks tickets in relation to facilities & infrastructure issues and report on key trends;
- monitor progress with helpdesk calls and follow up outstanding issues with outsourced providers;
- co-ordinate clinic stocks and orders, working closely with the Finance & Procurement Teams to ensure that agreed controls are maintained and that stock levels are monitored and reported;
- complete clinic room restock activities in accordance with agreed protocols;
- ensure that all deliveries are dispatched and assist with the delivery of large incoming goods;
- Deputy Chief Fire Warden;



- ensure that the all ACO facilities, including record keeping storage facilities, are secured at all times - Act as the emergency contact for the security service;
- provide support to the Technical Officer – Business Technologies as required;
- work in accordance with Safe Working Practices (SWP) set by the ACO from time-to-time and support the enforcement of policies, systems and controls in relation to facilities, fleet and infrastructure at the ACO;
- out of hours support as required;
- any other duties as directed by the Facilities Projects Manager.

3. KEY SELECTION CRITERIA

- a trade or equivalent qualification or strong hands-on practical experience;
- a sound knowledge of relevant legislation, including OHS and building regulations;
- a technical and logical thought process and an ability to complete minor repair works within agreed frameworks;
- a keen eye for detail;
- well-developed interpersonal and verbal communication skills and capacity to respectfully liaise with people at different levels both internally and externally;
- excellent organisational skills and ability to manage multiple tasks and prioritise workload, whilst consistently delivering positive outcomes;
- capacity to work autonomously but also as a part of a team;
- proficient in the use of Microsoft Office suite;
- holds a current Victorian driving licence with no endorsements.

4. ENVIRONMENTAL, HEALTH & SAFETY RESPONSIBILITIES

All ACO staff are responsible for observing and practising safe work practices and procedures, including:

- taking reasonable care for the safety of self and others
- ensuring that any hazardous conditions, near misses and injuries are reported immediately to a supervisor
- seeking guidance for all new or modified work procedures
- participating in meetings, training and other health and safety activities
- wearing personal protective equipment as provided
- using equipment in compliance with relevant guidelines, without wilful interference or misuse
- adopting work practices that support OHS programs.

5. ORGANISATIONAL RELATIONSHIPS

Reports to: Facilities Projects Manager

Direct reports: None

Internal Liaisons: Chief Executive Officer
Executive General Manager Finance & Corporate Services
Leadership Team



Technical Officer –
Business Technologies
ACO and NVRI staff



External Liaisons: Contractors and suppliers