

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Technical Officer- Building Support
<b>ORGANISATION DIVISION:</b>	Corporate Services
<b>WORK LOCATION:</b>	Carlton
<b>CURRENT OCCUPANT:</b>	New position
<b>RESPONSIBLE TO:</b>	Facilities & Project Manager

### 1. POSITION SUMMARY

Reporting to the Facilities Projects Manager, the Technical Officer- Building Support 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) and other 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 coordinating and reporting on routine maintenance of all facilities, vehicles, plant and equipment in accordance with ACO policies and relevant standards and legislation and in accordance with the maintenance schedule;
- support building compliance audits (e.g. electrical testing and tagging) in accordance with ACO policies and other legislative requirements under the guidance of the ACO Business Improvement and Risk Manager;
- respond and monitor helpdesk tickets in relation to facilities & infrastructure issues and report on key trends;
- coordinate 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;
- Deputy Chief Fire Warden;
- ensure that the all ACO 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 Project Manager.

### **3. KEY SELECTION CRITERIA**

- a trade or equivalent qualification or strong hands-on practical experience;
- an awareness 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 practicing 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 Project Manager

Direct reports: None

Internal Liaisons: Chief Executive Officer  
Executive General Manager Finance & Corporate Services  
Leadership Team  
Business Improvement and Risk Manager  
Technical Officer – Business Technologies  
ACO and NVRI staff

External Liaisons: Contractors and suppliers