

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Technical Officer – IT & Equipment
<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 Project Manager, the Technical Officer – IT & 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 IT and clinical equipment.

### 2. KEY RESPONSIBILITIES

Specific responsibilities of the role:

- provide on-site technical support to ACO staff across all locations in relation to the use of business technologies, including liaison with outsourced helpdesks for IT and phone services;
- regular IT 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 IT 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 coordinating 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 Project Manager to ensure robust arrangements for life-cycle planning and long-term budgeting (clinic equipment & IT) are in place;
- respond to local helpdesk tickets in relation to clinic equipment & IT issues reporting on key trends;
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- provide support to the Technical Officer – Building Support 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 Project Manager.

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

- relevant qualifications in IT or demonstrated hands-on experience in working with business technologies;
- 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 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 Projects Manager

Direct reports: None

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

External Liaisons: IT consultants  
Contractors and suppliers



## POSITION DESCRIPTION



<b>POSITION TITLE:</b>	Technical Officer – Facilities & Infrastructure
<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 – 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



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Technical Officer –  
Business Technologies  
ACO and NVRI staff



NATIONAL VISION  
RESEARCH INSTITUTE  
OF AUSTRALIA  
AN ACO DIVISION

External Liaisons: Contractors and suppliers