

# POSITION DESCRIPTION

## BMS Support Technician



<b>Position Title:</b>	BMS Support Technician (Also known as Helpdesk Technician)		
<b>Business Unit:</b>	Programs		
<b>Department:</b>	TLS		
<b>Reports to:</b>	Technical Services Manager – Network & Middleware		
<b>Location:</b>	Brisbane, Queensland		
<b>Security level required:</b>	NV 1 or ability to obtain	<b>ITAR designated:</b>	Yes

<b>Direct Reports:</b>	<b>Key Relationships: (Internal/ External)</b>
None	Internal: <ul style="list-style-type: none"> <li>• Functional and Project Technical management</li> <li>• Systems Engineers</li> <li>• Software Engineers</li> <li>• Safety Engineers</li> <li>• Verification and Validation team</li> </ul>
<b>Budget:</b>	External: <ul style="list-style-type: none"> <li>• Commonwealth (Customer)</li> <li>• ADF (Users)</li> </ul>
Nil	

<b>The Company:</b>	Elbit Systems of Australia Pty Ltd (ELSA) is a growing presence in the defence industry in Australia. A subsidiary of Elbit Systems Ltd, ELSA develops state of the art technologies and integrates them into the Australian market. ELSA's main business is Systems Integration for the Australian Defence Force (ADF), with an emerging presence in the intelligence and cyber markets.
<b>Position Purpose:</b>	Provide technical services to the Support System Laboratory and Help Desk functions.

<b>Core Responsibilities:</b> (including % weighting)	<b>Key Tasks:</b>	<b>Expected Results:</b>
<b>Customer Service (50%)</b>	<ul style="list-style-type: none"> <li>• Serving as the first point of contact for customers seeking technical assistance</li> <li>• Perform remote troubleshooting using diagnostic techniques with relevant questions</li> <li>• Provide solutions in a timely manner</li> <li>• Elevate if needed to provide results for the customer</li> <li>• Maintain awareness of all versions of ELSA/ELBIT software.</li> <li>• Promote a positive line with all our software/products when in contact with the customer.</li> </ul>	<ul style="list-style-type: none"> <li>• All Service Desk incidents are dealt with in an efficient and cohesive manner</li> <li>• Incident classification and escalation procedures correctly applied.</li> <li>• Responsive and constructive specialist support enabling rectification of customer issues, promotion of Elbit products in-service and overall customer confidence in ELSA, Elbit and its products/services.</li> </ul>
<b>Fault record keeping and trend analysis (20%)</b>	<ul style="list-style-type: none"> <li>• Responsible for logging of incidents and maintaining accurate written records of work completed using Microsoft products.</li> <li>• Produce Service Desk/performance stats and analyse trends and patterns.</li> </ul>	<ul style="list-style-type: none"> <li>• All work documented according to agreed procedures in an accurate and efficient manner.</li> <li>• Appropriate recommendations and solutions provided to improve performance.</li> </ul>

<b>Operation SSL (30%)</b>	<ul style="list-style-type: none"> <li>• Provide technician support to the Laboratory facility including set up of bench tests, running system fault diagnosis processes and assist in problem resolution.</li> <li>• Conduct software and firmware updates for complex communications equipment.</li> <li>• Produce instructional documentation for ICT procedures.</li> <li>• Coach non-ICT team members on technological equipment and processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Lab equipment configured and available for use</li> <li>• All equipment to be updated as per correct procedures.</li> <li>• Non-ICT team members will be referred to the helpdesk with confidence.</li> </ul>
----------------------------	---	--

<b>Occupational / Work Health &amp; Safety Responsibilities:</b>
<ul style="list-style-type: none"> <li>• Take reasonable care to ensure personal safety and health and that of others in the work place</li> <li>• Observe all safe working practices and use personal protective equipment as required</li> <li>• Report and maintain records of ALL accidents, incidents and hazardous situations</li> <li>• Promote and maintain ELSA values: Customer Focus, Employee Excellence, Innovation and Creativity, Teamwork, Accountability and Ethical Conduct</li> </ul>

Major Challenges:	Short/ Medium/ Long Term:	Desired Outcome:
<ul style="list-style-type: none"> <li>• Assist in Maintaining and enhancing the System Support laboratory in Brisbane</li> </ul>	<ul style="list-style-type: none"> <li>• Medium Term</li> </ul>	<ul style="list-style-type: none"> <li>• Have a comprehensive knowledge of the System Support laboratory in Brisbane</li> </ul>
<ul style="list-style-type: none"> <li>• Integrate with the existing Help Desk staff and processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Short Term</li> </ul>	<ul style="list-style-type: none"> <li>• Become an integrated team member.</li> </ul>

<b>Training &amp; Qualifications:</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Diploma in Telecommunications (or equivalent)</li> <li>• ITIL Level 3 Foundation and Incident Management qualification or relevant experience;</li> <li>• Windows Server or equivalent training; and</li> <li>• Demonstrate an ability to use Microsoft office functions.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong knowledge of coding languages including XML and HTML</li> </ul>
<b>Work Experience &amp; Industry Knowledge:</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Testing and troubleshooting signaling and networking aspects of systems.</li> <li>• Component, subsystem and system level testing.</li> <li>• Strong knowledge of networking devices.</li> <li>• Troubleshooting and fault recording databases.</li> </ul>	<ul style="list-style-type: none"> <li>• Have experience with VMware operating systems;</li> <li>• Have knowledge of Networking Topologies;</li> <li>• Understanding of Military Command and Control Systems</li> </ul>

<ul style="list-style-type: none"> <li>• Experience with Verification &amp; Validation, creating, following test procedures and documenting results.</li> <li>• Networking protocols (preferably in the context of military technology).</li> <li>• Design, configuration and installation of IP network infrastructure (wired and wireless).</li> <li>• Radio control and integration.</li> <li>• Basic knowledge of configuration, fault-finding and administering Windows Server environments or equivalent experience.</li> <li>• Configuration of virtualization software including Virtual Servers, Networks and Desktops.</li> <li>• Customer facing experience in problem solving and technical assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Delivering projects within the Defence environment;</li> <li>• Experience in operating within a laboratory environment.</li> <li>• Familiarity with Linux-based environments including server and desktop.</li> <li>• Strong experience using imaging software on Linux and Windows platforms.</li> </ul>
<b>Core Behavioural Competencies &amp; Skills:</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• The ability to obtain an Australian Department of Defence security clearance at least to Negative Vetting Level One (will require Australian citizenship or be a permanent resident eligible for citizenship now);</li> <li>• Effective interpersonal, communication and technical writing skills;</li> <li>• Effective teamwork skills ;</li> <li>• Effective analytical skills;</li> <li>• Willing to undertake domestic and international interstate travel when required, including field visits as required.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

Employee:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager :

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_