**Department *of* Police, Fire *and* Emergency Management**

**STATEMENT OF DUTIES**

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| Title | Communications Technical Officer |
| Position Number | 002658 |
| Business Unit | Business and Executive Services  |
| Branch / Section | Communication Systems and Technologies (CST) |
| Location | Hobart |
| Immediate Supervisor | Senior Project/Analyst, CST |
| Award | Tasmanian State Service Award |
| Employment Conditions | Permanent, Full-time |
| Classification | General Stream Level 4 |

**Focus:**

Contribute to the successful and customer service focussed performance of the CST Support Centre through responding to a range of technical and service requests in a timely and professional manner, ensuring optimum outcomes for clients.

**Primary Duties:**

* Assessment and prioritisation of incoming customer requests and jobs.
* Receipt, dispatch and delivery of goods, parts and other equipment between sites.
* Perform basic diagnostic assessment on various technical and associated equipment and determine appropriate remedial actions.
* Providing technical support in response to customer queries via phone or email.
* Ensure all work processes are accurately logged throughout the job cycle to completion.
* Administrative support including reporting on job activity metrics and ongoing development of the product and service database.
* Monitor and maintain service levels to agreed targets and performance indicators.

**Scope of Work:**

Work at this level has a significant influence on effective service delivery and outcomes for the work unit. Responsible for providing options and recommendations to supervisor to resolve complex operational issues or improve operational effectiveness.

**Direction and Supervision**

The occupant reports to the Senior Project/Analyst and works within a team environment with minimal supervision. The occupant may be required to assist and guide lower classified team members from time to time.

**Selection Criteria**

1. Demonstrated problem solving, logic and planning skills working within a complex and dynamic environment.
2. Ability to prioritise tasks and quickly identify the most appropriate course of action within given parameters.
3. Demonstrated ability to contribute to the implementation and monitoring of service delivery activities to a variety of client groups.
4. Well-developed communication and interpersonal skills with a strong customer service focus.
5. Capacity to continually learn and adapt to new technology, equipment and work practices through the successful completion of training courses, including the ability to maintain a safe working environment.
6. Understanding, or ability to quickly acquire understanding, of help desk systems operation and administration as well as general administrative and clerical skills, including use of computer systems and databases.
7. Sound knowledge of electronics or telecommunications equipment and experience in basic diagnosis and/or repair of electronic equipment.

**Qualifications and Experience**

Sound knowledge or experience in electronics or telecommunication systems is highly desirable.

A current driver’s licence.

**Code of Conduct**

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

**Environment and Conditions**

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000.* It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

The working environment is largely office based, however intra-state travel may be required. During the emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

There may be a requirement to perform duties outside of normal work hours.

Approved

**Donna Adams**DEPUTY SECRETARY
BUSINESS AND EXECUTIVE SERVICES

Date: June 2017