

Department of State Growth

Statement of Duties

Position Title:	Technical Officer
Position number:	Various
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 2
Division/branch/section:	State Roads, Asset Management, Maintenance Services
Location:	South
Employment status:	Fixed term / Full-time for 3 years
Supervisor:	Regional Team Leader

Position Objective

This position is an entry level position that will suit someone interested in undertaking a TAFE level qualification in a related area so you can build your knowledge and experience through study, professional support and training, and targeted work experience opportunities. Working initially in one of our Regional Maintenance Services teams, you will provide assistance with technical, administrative and customer service tasks associated with road and bridge maintenance and construction both in the office and the field. There will also be opportunities to work in other areas to support your learning and help you to understand the right longer-term career for you.

Major Duties

- Provide assistance in responding to and resolving customer enquiries (from our website, email and phone enquiries) in a timely and helpful manner. Provide phone and email responses, attend sites with other State Growth staff, and record actions on electronic files.
- Provide support to Maintenance Services Team members in relation to Permits and Contracts including preparing, processing and maintaining contract administration and asset records.
- Assist with auditing maintenance contractor activities to ensure that services are delivered to contract requirements.
- Assist with site investigations on road and bridge maintenance and construction matters.
- Participate in learning activities and undertake a range of activities that support your development and growth.
- There will also be opportunities to work in other areas to support your learning and help you to understand the right longer-term career for you.
- Contribute to fostering a positive, respectful and safe workplace culture.

Scope of Work: (Responsibility, Decision-Making and Direction Received)

You will initially report to the Regional Team Leader and will also work with other managers during work placements. You will be responsible for completing allocated tasks while working under direct supervision.

You will be supported in your study whilst gaining skills and experience through on the job and in-house development and learning.

You will maintain confidentiality and exercise discretion when handling sensitive or commercial in confidence information and represent the Department in a professional and appropriate manner when dealing with clients, contractors and employees.

The positions operate in an office-based environment in various locations; however some intra-state travel will be required.

Selection Criteria (Knowledge and Skills):

Successful applicants will demonstrate:

- Capacity to quickly acquire new knowledge and skills in road and bridge maintenance and construction and the ability to and apply this technical knowledge in a practical way
- Ability to use logical and practical reasoning to choose between options in accordance with existing procedures and instructions
- Good communication and interpersonal skills and the ability to work effectively in a team setting as well as communicate with the public
- Good computer skills including the ability to learn new programs and systems
- Sound organisational skills and the ability to follow procedures and instructions, and refer problems or unfamiliar situations to your supervisor

Position Requirements

Pre-employment

- Nil

Essential

- Nil

Desirable

- Driver's licence

Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The [department's website \(http://www.stategrowth.tas.gov.au/\)](http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is

Our people who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the ***Courage to Make a Difference*** through:

- ***Teamwork*** – our teams are diverse, caring and productive
- ***Respect*** – we are fair, trusting and appreciative
- ***Excellence*** – we take pride in our work and encourage new ideas to deliver public value
- ***Integrity*** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo)
