

POSITION DESCRIPTION

Position Title:	Technical Officer – Works	Directorate:	Infrastructure & Works
Position Number:	100624	Department:	Works
Employment Status:	Full-Time	Section:	Works
Employment Type:	Permanent	Location:	Works Centre
Classification:	Schedule A, Salary Point 11		
Reports to:	Operations & Maintenance Supervisor		

PRIMARY PURPOSE:

The **Technical Officer - Works** is to have stewardship of the inspection & maintenance management software package (*"The Software"*). This will include refining and acceptance of an "off the shelf" package, specifically to GCC operational needs. The **Technical Officer – Works** will also be required to consult, mentor and coach others in the effective use of *"The Software"* and will develop a live dashboard reporting system.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Technical Officer** reports to the **Operations & Maintenance Supervisor** for all operational and management matters.
- The role is a key contributor to the Works Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE

We foster and model a culture where:

- we **RESPECT** others and their viewpoints as being as important as our own
- we trust and are **TRUSTED** by each other
- we know that by working **TOGETHER** we achieve better outcomes
- we take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Support the implementation of “ <i>The Software</i> ”.	<p>Refinement of <i>The Software</i> system, specifically to GCC operational needs, including:</p> <ul style="list-style-type: none"> – Define appropriate levels of service & intervention times across roads, footpaths, open space infrastructure and other assets, then adapt <i>The Software</i> to fit these requirements. – Define defect types by assigning appropriate definitions and adapt <i>The Software</i> to fit these requirements. – Determine inspection regimes and adapt <i>The Software</i> to fit these requirements. – In consultation with the provider & Works Manager adapt <i>The Software</i> to develop a live dashboard reporting system that can be displayed on the soon to be installed communication screens. <ul style="list-style-type: none"> • Consultation with operational staff and coordinators on reconfiguration of data and contextualisation to GCC practices. • Coaching, organise training and mentoring of operational staff, in the use of <i>The Software</i>. • Implement and promote the use of mobility platforms (Tablets) for field staff. • Setting up new and/or customising existing applications to suit the requirements of the Works Centre operation. • Administration of systems for Works, ensuring accurate data is collected in the field. • Ensuring relevant technology(s) are being utilised efficiently, to full potential to match the needs of the operation; ensuring integrity of the information within systems.
Stakeholder Management	<ul style="list-style-type: none"> • Interaction with CAPEX project managers regarding “nature of contracts” at pre-tender stage. • Provide feedback to asset manager after project completions. • Assist Coordinators to develop section specific inspection programmes. • Develop systems to schedule programmed inspections and works. • Update and monitor programmes. • Provide reports to Co-ordinators of progress as required.

Process improvement	<ul style="list-style-type: none"> ● Identification of operational deficiencies as projects for process improvement, including: <ul style="list-style-type: none"> ○ acceptance of CAPEX project designs from the asset manager. ○ the determination of projects' "nature of contract" in collaboration with the project managers and prior to time of tender. ○ acting as an interface with the asset manager and generally smoothing out any design / contractual/ scheduling / operational obstacles from a project implementation perspective. ● Seeking feedback on the usage and continuously improving the usage and performance of the systems. ● Work with Coordinators to develop measurable performance indicators. ● Measure and monitor the achievement of completed customer requests from each section through the Work Order system. ● Provide data for KPI reporting as required. ● Develop unit cost measures. ● Establish benchmarking parameters.
Data Management	<ul style="list-style-type: none"> ● Management of the collected data and the development of a live "dashboard" reporting system. ● Provision of required monthly/weekly reports to Manager Works and Executive. ● Monitoring and reporting of service levels. ● Develop reporting to support the administration of Works Contracts. ● Develop reporting to support legislative compliance of Works functions ● Develop new reports if required. ● Liaison with ICT as custodian of technological hardware for Works. ● Provide support with Works digital media needs requirements ● Keep abreast of changing information technology and systems ● Assist in the development of temporary traffic management software under the development of Traffic management plans.
Record Keeping	<ul style="list-style-type: none"> ● Responsible and accountable for creating, keeping and maintaining authentic, accurate and reliable records. ● Maintain Councils "no spray zone" register and associated tasks. ● Ensure data is documented on business decisions, actions and practices undertaken or performed by your position. ● Records must be saved within Council's approved recordkeeping systems, in accordance with Council's policy and practices.
Customer Service	<ul style="list-style-type: none"> ● Promote the positive image of Council as a whole. ● Ensure that a high standard of customer service is maintained to both internal and external customers. ● Engage, listen to and act where appropriate on feedback from our customers. ● Implement, evaluate and continuously improve quality systems and processes for the section.
General	<ul style="list-style-type: none"> ● Assist in the achievement of agreed outcomes consistent with department business plans and budgets. ● Perform any other duties that are fair and reasonable as directed.

Organisational Responsibilities

- Support and adhere to Council's policies and procedures, code of conduct and relevant acts.
- Responsible for complying with the Code for Tenders and Contracts. Obtaining quotes, preparing tender documents and raising purchase orders, where appropriate.
- The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment.

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- Nil

KEY SELECTION CRITERIA:

1. A Certificate IV in an ICT field, trade qualification or equivalent experience relating to local government operations with a minimum of 5 years relevant experience.
2. Sound knowledge of Local Government infrastructure including (but not restricted to) roads, footpaths and open space.
3. Knowledge and experience of contemporary computer-based asset management information systems (AMIS) with experience in, or knowledge of project management and process improvement methodologies.
4. Demonstrated experience and aptitude in the administration of software programs with the ability to accurately enter data and to produce reports.
5. Experience/knowledge in work flows, including the allocation of work task and recording of completed work tasks for process improvement.
6. Effective verbal and written communication skills with the proven ability to liaise with a range of customers.
7. A Drivers Licence

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	