Government of Western Australia
Department of Fire & Emergency Services

DFES
Department of Fire &
Emergency Services

OPERATIONAL APPLICATIONS SUPPORT OFFICER
Position Number: 0123 - Level 3
ANSZCO: 2621

JOB DESCRIPTION FORM

THE ROLE

- Acts as the first point of contact for the Agency's Operational Information Systems Unit.
- Maintains data in the operational information databases.
- Liaises with users to provide application advice and support.
- Undertakes administrative and clerical duties in support of the Operational Information Systems Unit.

REPORTING RELATIONSHIPS

ORG STRUCTURE: GOVERNANCE AND STRATEGY
RISK PLANNING AND REPORTING

THIS ROLE REPORTS TO:

Role: Manager Operational Information Systems Unit (P6022)   Level: 7

POSITIONS THAT REPORT TO THIS ROLE:

Role: Nil

ABOUT US

As Western Australia's leading hazard management agency, the Department of Fire and Emergency Services performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Supported by an extensive network of volunteers and career workers, DFES works together with the community and government to prevent, prepare for, respond to and recover from a diverse range of emergencies.

SPECIFIC RESPONSIBILITIES

*Employees are required to undertake all duties and responsibilities
in accordance with the Department's Code of Conduct,
Policies/Procedures and relevant legislation.*

Description:

- Acts as the first point of contact for the Operational Information Systems (OIS) team, including coordination and prioritisation of information requests.
- Monitors and reviews application data and liaises with internal and external stakeholders to improve its integrity and reliability, including data entry and updating.
- Liaises with users to provide application advice and support.
- Performs application administration on the Agency's Operational Information Systems and controls the functional view of users.
- Undertakes administrative and clerical duties in support of OIS team, including training course administration support.
- Runs regular and ad hoc reports from application systems for internal and external stakeholders as required.
- Develops and maintains documentation to support application administration.
- Assists in the development and monitoring of policies, processes and systems to support corporate goals.

Other:

- Undertake other duties as required.

SELECTION CRITERIA

*Applicants should demonstrate their capacity to meet the following criteria which should be read in
conjunction with the specific responsibilities of this role.*

ESSENTIAL

1. Demonstrated experience in supporting database applications, including managing data quality.
2. Demonstrated written, oral and interpersonal skills, including the ability to work effectively in a team environment.
3. Proven sound organisational and time management skills, including an ability to work to prescribed deadlines.
4. Proven sound conceptual, problem solving and analytical skills.

POSITION INFORMATION

LOCATION: Cockburn Central

SPECIAL CONDITIONS: The Department is an emergency services organisation and all employees may be required to work outside of normal business hours to assist with emergencies.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of this position.

Authorised and signed by:

Director Risk Planning and Reporting

Name: _Carole Dowd_

Signature: _Carole A Dowd_

Date: _28/6/13_

A/ Manager Workforce Services

Name: _S Eccles_

Signature: _Sue Eccles_

Date: _28/6/13_

JDF REGISTRATION

This Job Description Form (JDF) was registered by

Name: _Kate Williams-Coore_

Signature: _Coore_

Title: _Human Services Officer_

Date: _28/6/13._