



SENIOR TECHNICAL OFFICER
Position Number: 6299, 6420 - Level 5
ANZSCO: 342414

JOB DESCRIPTION FORM

THE ROLE

This position is responsible for providing specialist technical advice and support for complex radio communication systems, as well as investigating issues and diagnosing and repairing faults. The position will undertake projects, prepare reports and assist with planning, development and implementation of strategies, policies, practices and procedures.

REPORTING RELATIONSHIPS

ORG STRUCTURE: CORPORATE SERVICES
INFORMATION AND COMMUNICATIONS TECHNOLOGY
RADIO COMMUNICATIONS

THIS ROLE REPORTS TO:

Radio Communications Coordinator (P2467) Level 6

POSITIONS THAT REPORT TO THIS ROLE:

Nil

ABOUT US

As Western Australia's leading hazard management agency, DFES 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.

TECHNICAL

- Provides specialist technical advice and support with respect to the operation, maintenance and development of radio communication systems and networks.
- Investigates issues, diagnoses and repairs faults on complex electronic systems and carries out installation and commissioning of fixed, mobile and portable communications equipment state-wide.
- Provides input to, and participates in the consultation and negotiation with customers and suppliers on the user requirements, design, specification and implementation of radio communications equipment and networks.
- Undertakes project activities as directed, including the development of specifications and technical research in order to propose solutions to DFES radio communications needs.
- Supervises teams comprising staff and contractors undertaking radio communications activities and projects, in line with relevant standards, procedures, processes and safety protocols
- Assists in developing and implementing standards and procedures to ensure the continuous improvement of radio communications services.
- Assist in the management of external contractors and services providers of radio communication infrastructure delivery, maintenance, installation and support services to ensure that service levels meet agreed targets and are delivered effectively.
- Maintains effective working relationships and rapport with peers and colleagues to ensure the achievement of operational objectives, liaising across work areas with stakeholders as required.
- Reviews and prepares reports with recommendations on changes to radio communication systems that contribute to improvements to the system, particularly in emergency situations.

BRANCH

- Participates as a member of the Radio Communications team.
- Provides direction, guidance and technical expertise to others.
- Provides technical expertise on technology projects as required.
- Assists Radio Communications Coordinators (those without direct reporting relationships) when required.

OTHER

- Provides specialist advice to the Department, principally the Manager Radio Communications on trending requirements in the business and the feasibility and suitability of proposed solutions.
- Represents the Branch and/or manager at meetings as required.
- Maintains knowledge of relevant industry standards, trends and practices.
- Undertakes other duties as directed.

CAPABILITIES

PUBLIC SECTOR CAPABILITIES - Employees in this role is required to operate in accordance with the WA Public Sector Capability Profile - Level 5. Refer Appendix 1

TECHNICAL CAPABILITIES –

This role utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA), version 6. Refer Appendix 2.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the Specific Responsibilities and Capabilities of this role.

ESSENTIAL PREREQUISITE *(Evidence of these must be provided with applications)*

1. Possession of a relevant qualification in Electronics, Radio Communications or similar, or demonstrated active and well-advanced progression towards same.
2. Possession of a current Western Australian Driver's License (C Class minimum) which must remain valid for the duration of employment.

ESSENTIAL CRITERIA

1. Demonstrated extensive experience and ability in the installation, diagnosis and repair of radio equipment, including VHF, UHF, HF land mobile radio communication systems and digital, internet-protocol based radio communication systems and networks.
2. Demonstrated experience and ability in the continuous improvement of radio communication services, and the management of service providers and vendors.
3. Demonstrated experience and ability in building positive organisational culture by guiding, coaching and developing people.
4. Demonstrated experience and ability in building and sustaining productive relationships with a diverse range of internal and external stakeholders, communicating and effectively influencing and negotiating desired outcomes.

DESIRABLE

1. Possession of a current ACMA Open Cabler Registration.
2. Possession of a Worksafe Licence to Perform High Risk Work.
3. Possession of ITIL Foundation for Service Management certification (v3 preferred).

POSITION INFORMATION

LOCATION: 91 Leake Street Belmont WA

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

ADDITIONAL SPECIAL CONDITIONS:

1. Employees in this position are required to participate in a 24/7 on call roster.
2. Employees in this position will be required to attend emergency incidents.
3. Employees in this position will be required to undertake intrastate travel by road or air, normally for short periods.

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 INFORMATION & COMMUNICATIONS
TECHNOLOGY**

MANAGER WORKFORCE SERVICES

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

JDF REGISTRATION

This Job Description Form (JDF) was registered by

Name: _____

Signature: _____

Title: _____

Date: _____

Appendix 1: Western Australian Government Generic Capability Profiles - Level 5

Group and Capability	Behavioural Indicators
Shapes and manages strategy	<ul style="list-style-type: none"> Understands and communicates the reasons for decisions to others Understands strategic objectives, trends and factors that may influence work plans and goals Draws on information from a range of sources, uses judgment to analyse, works within agreed guidelines to make decisions, incorporates outcomes into work plans
Achieves results	<ul style="list-style-type: none"> Evaluates project performance, identifies need for change and initiates change when required Applies and develops capabilities to meet performance expectations, contributes own expertise to work unit Demonstrates flexibility and copes with day-to-day changes in priorities Focuses on quality, adheres to procedures and appropriate information management systems for currency and sees project to completion
Builds productive relationships	<ul style="list-style-type: none"> Builds and maintains relationships with stakeholders, team members, other teams, colleagues and clients Consults and shares information with team and seeks input from others, ensures others are kept informed Recognises different views, explores contributions and encourages diverse views Works with staff to identify development areas, encourages development activities, actively requests coaching from supervisor, identifies learning for self and shares this with others
Exemplifies personal integrity and self-awareness	<ul style="list-style-type: none"> Adheres to the Code of Conduct and behaves in an honest, professional and ethical way Listens when own ideas are challenged, takes responsibility for mistakes and learns from them Takes responsibility for completion of work within timeframes, takes initiative to progress work when required Maintains a positive outlook and maintains a balanced working environment Reflects on own behaviours and work style and understands the impact on others and on performance
Communicates and influences effectively	<ul style="list-style-type: none"> Presents messages confidently and selects the appropriate medium for conveying information to the audience's level of knowledge, skill and experience Listens to differing ideas to develop an understanding of the issues, presents persuasive counter-arguments

Appendix 2: WA Government Skills Framework for the Information Age (SFIA) Alignment

Category and Sub-Category	Level and Code	Level Descriptions
Relationships and Engagement Stakeholder Management	Level 4 CSMG	CUSTOMER SERVICE SUPPORT (CSMG) - Monitors customer service or service desk functions, and collects performance data. Assists with the specification, development, research and evaluation of services standards. Applies these standards to resolve or escalate issues and gives technical briefings to staff members.
Service Delivery and Operation Service Operation	Level 4 RFEN	RADIO FREQUENCY ENGINEERING (RFEN) - Investigates and resolves system-wide fault conditions using a wide range of diagnostic tools and techniques. Reconfigures equipment to circumvent temporary outages.
Service Delivery and Operation Service Operation	Level 4 USUP	INCIDENT MANAGEMENT (USUP) - Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.
Development and Implementation Installation and Integration	Level 3 HSIN	SYSTEMS INSTALLATION AND DECOMMISSIONING (HSIN) - Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Reviews change requests. Maintains accurate records of user requests, contact details and outcomes. Contributes to the development of installation procedures and standards.
Development and Implementation Systems Development	Level 3 TEST	TESTING (TEST) - Reviews requirements and specifications, and defines test conditions. Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analyses and reports test activities and results. Identifies and reports issues and risks associated with own work.
Service Delivery and Operation Service Transition	Level 3 CHMG	CHANGE MANAGEMENT (CHMG) - Develops, documents and implements changes based on requests for change. Applies change control procedures.