



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Technical Support Officer

Level

3

Position Number

36185

Division/Directorate

Network & Infrastructure

Branch/Section

Track

Effective Date

June 2021

Health Task Risk Assessment Category

3

Reporting relationships

Superordinate: Rail Infrastructure Track Condition Monitoring Analyst, Level 6

Subordinates: No Direct Reports

Key role of this position

Provides technical administrative support to the Condition Monitoring team by maintaining data management processes and analysing data related to maintenance, construction, upgrades and modifications of the branch assets; contributing to the overall performance, reliability and compliance of the PTA network.

Core duties and responsibilities

Branch Support

- Contributes to achieving operational performance targets leading to the effective delivery of services for the PTA.
- Contributes to the branch engagement and performance by contributing ideas and opinions for improvement; delivering against Divisional and Branch objectives and management expectations; maintaining and developing competence
- Contributes to developing a positive safety culture, contributing ideas and opinions for continuous improvement in workplace safety.
- Provides technical administrative support ensuring currency and reliability of information and contribute to maintenance delivery, such as maintain processes relating to risk management, asset management, information management, performance reporting and continuous improvements to ensure the branch delivers in accordance to PTA requirement.
- Coordinates and provides administrative support for operational committees and working parties meetings.

Technical

- Maintains registers relating to asset performance and activity data, providing analysis activities, producing dashboards and maintain the accuracy of performance management tools; identifying trends and issues and raising them with management for improvement action
- Analyses asset condition data, identifying trends and issues and reporting them to the team to contribute to the overall objectives of the Branch
- Contributes to the development and process administration of controlled documentation, such as policies, procedures and other associated documentation.
- Plans and conducts user acceptance testing of condition monitoring software

Stakeholder Management

- Liaises with stakeholders to provide ongoing technical administrative and software use support across the branch, ensuring quality and timely customer service to meet service delivery targets.
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SELECTION CRITERIA

1. Core Competencies

- Demonstrated administrative skills and experience in the use, development and administration of complex database systems.
- Experience in maintaining accurate technical records and monitoring compliance;
- Demonstrated ability to analyse data, identify trending and produce dashboard reports.

2. Communication and Interpersonal

- Sound interpersonal and communication (written and verbal) skills, with the ability to
 - Build and maintain effective working relationships;
 - Negotiate with and influence across all levels in an organisation

3. Conceptual, Analytical and Problem Solving

- Demonstrated conceptual and analytical skills, including the ability to develop solutions to problems.

4. Planning & Organisation

- Good organisational skills, including the ability to achieve agreed targets and timelines through effective time management and the ability to work autonomously

5. Computer Literacy

- Competency in the use of relevant computer software packages, in particular Microsoft Office and Work Management systems such as RAMSYS or similar.

6. Personal Attributes

- Demonstrates self-awareness, insight, astuteness and strong commitment to:
 - Safety Leadership
 - Personal development.

7. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.

Certification

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

Managing Director / Executive Director / General Manager

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Signature

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Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

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