



Job Description Form

Our Purpose

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

Position Title

Technical Support Analyst

Level

4

Position Number

36221, 36222

Division/Directorate

Network & Infrastructure

Branch/Section

Civil/Communications/Electrical/Facilities/Signals/Track

Effective Date

August 2021

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Maintenance Manager Level 7

Subordinates: No Direct Reports

Key role of this position

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

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 and contributes to branch performance, such as maintaining systems relating to financial reporting, risk management, asset management, performance reporting and continuous improvements initiatives to ensure the branch delivers in accordance to PTA requirements

Technical

- Maintains registers relating to asset and performance data, providing analysis activities, producing dashboards and maintain the accuracy of performance management tools; identifying trends and issues and presenting them to management for improvement action.
- Analyses maintenance delivery performance data, asset condition data, providing management information and daily progress against plan reports to the team to contribute to the overall achievement of the plan.
- Monitors and mitigates asset management performance and maintenance data integrity, providing quality assurance and streamlining of data sources.
- Provides the designated source of asset management performance and maintenance analytics across the branch driving business decisions and outcomes.

Other

- Liaises with stakeholders and other similar functional post holders across the Division to facilitate the development and delivery of aligned, consistent and effective maintenance administration systems

SELECTION CRITERIA

1. Core Competencies

- Demonstrated administrative skills and experience.
- Demonstrated ability to analyse data, identify trending and provide useful management information reports.
- Demonstrated experience in:
 - Maintaining accurate technical records and monitoring compliance;
 - Administering asset data management systems or similar.
- An understanding of maintenance management or the ability to quickly learn.

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

- Organisational skills, with the ability to work with minimal supervision and manage competing demands.

5. Computer Literacy

- Demonstrated ability to competently use relevant computer software packages, in particular able to utilise excel to an intermediate standard.

6. Personal Attributes

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

7. Special Requirements

- Applicants must meet the special requirements shown below within an agreed period. Cancellation of the appointment will occur where an applicant does not meet the special requirements within an agreed period of time after appointment.
 - 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

.....
Signature

.....
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.

.....
Signature

.....
Date