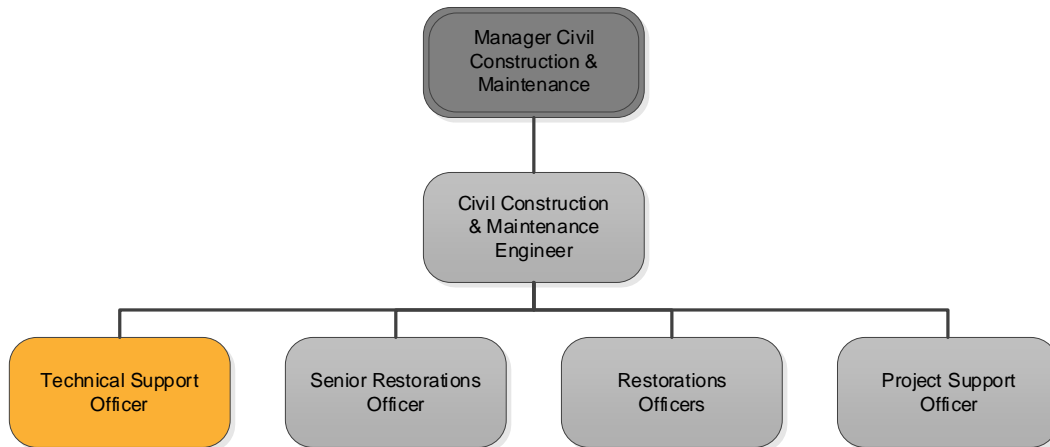


## POSITION DESCRIPTION

<b>Position Title</b>	Technical Support Officer
<b>Position Number</b>	31211
<b>Division</b>	Community Assets
<b>Branch</b>	Civil & Construction Maintenance
<b>Grade</b>	14
<b>Special Requirements</b>	Class C Drivers licence Ability to work from various locations
<b>Physical and Environmental Demands</b>	Manual handling
<b>Authorities</b>	As applicable and as delegated by the General Manager
<b>Key Direction/s</b>	Effective and Sustainable Transport Strong Local Leadership Liveable

### Reporting Structure



<b>Position Purpose</b>
To provide strong technical support to the Civil Construction and Maintenance branch regarding technical specifications, procurement and contract documentation, and Work Health and Safety regulations
<b>Key Result Areas</b>
<ul style="list-style-type: none"> <li>• <b>Technical Support</b></li> <li>• <b>Procurement and Contractor Management Support</b></li> <li>• <b>Customer Service</b></li> <li>• <b>Corporate Core Values</b></li> </ul>
<b>Key Duties &amp; Responsibilities</b>
<p><b>Technical Support</b></p> <ul style="list-style-type: none"> <li>• Create and compile branch technical support documentation, including but not limited to WHS site safety plans, environmental plans, and Principal Contractor documentation.</li> <li>• Identify and coordinate branch, system and process improvements to improve program and project delivery;</li> <li>• Develop, promote, and implement various branch improvement projects within budget</li> <li>• Prepare Review of Environmental Factors (REF) documents and Environmental Management Plan for the Civil Construction and Maintenance branch with input from relevant staff.</li> <li>• Establish and maintain branch documentation including templates, specifications, processes, and guides</li> <li>• Maintain training and qualification registers within the branch</li> <li>• Work as the liaison between Learning and Development for branch training needs</li> <li>• Schedule meetings, prepare agendas, and recording of minutes for the branch</li> <li>• Maintain awareness and support branch to ensure adherence and compliance with current National Heavy Vehicles National laws</li> <li>• Lead the development and ongoing maintenance of branch resources, including but not limited to, relevant specifications and business support documents, plans and strategies, technical and progress reports, allocation of resources to allow delivery of works.</li> <li>• Track Branch project and program milestones</li> <li>• Complete capitalisation forms as required</li> <li>• Prepare initial cost estimates and gain initial quotes for Civil Construction and Maintenance projects</li> <li>• Collate and update cost estimation software with current material, labour and construction costs</li> <li>• Build and maintain cooperative relationships with key business partners and stakeholders</li> </ul> <p><b>Procurement Support</b></p> <ul style="list-style-type: none"> <li>• Provide project and program support with the procurement of goods as required by the branch.</li> <li>• Prepare Request for Quote (RFQ), Request for Tender (RFT) and principle contractor documents in compliance with procurement policies and relevant standards.</li> <li>• Raise purchase orders, undertake goods receipting and general procurement processes</li> <li>• Other relevant duties which may be required by the supervisor or Manager from time to time.</li> </ul>

**Customer Service**

- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous in line with Camden Councils Customer Service Charter.
- Manage and respond to customer inquiries and provide updates to customers in line with Council's Customer Service policies and procedures
- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.

**Corporate Core Values**

- Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Customer Focus and Safety.

**WHS Responsibility**

- Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area

**Risk Management Responsibilities**

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable
- Preparation of documentation as required
- Maintain awareness of operational and business risks. Particularly:
  - understand and adhere to the principles of Risk Management within their job role;
  - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
  - provide input into various risk management activities;
  - report all emerging risks, issues and incidents to their manager or appropriate officer; and
  - follow Council policies and procedures.

**Essential and Desirable Criteria**

**Essential**

- Relevant qualifications and/or experience in Procurement/ Administration/ Project Management
- Excellent oral and written communication skills
- Highly developed time management skills with a demonstrated ability to plan and coordinate multiple activities and projects with competing priorities.
- Ability to work independently and as part of a team to deliver quality outcomes
- Well-developed communication and problem-solving skills
- High level experience in Microsoft Suite applications

**Desirable**

- Demonstrated understanding of Local Government operations, processes, procurement and administrative procedures
- High level experience using corporate systems
- Demonstrated experience in the Civil Construction field
- Demonstrated experience in cost estimating software

<b>Prepared By</b>	Manager Civil Construction and Maintenance
<b>Date Prepared</b>	23/08/24
<p>I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.</p> <p>I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.</p>	
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	

