



## **POSITION DESCRIPTION**

### **TECHNICAL SUPPORT OFFICER**

**CLOSING: 3<sup>RD</sup> MARCH 2017 AT 5.00PM**

# HAY SHIRE COUNCIL

## Position of Technical Support Officer

Hay is a vibrant service centre for a rich agricultural and grazing area located at the junction of the Sturt and Midwestern Highways on the banks of the famous Murrumbidgee River.

Hay Shire is seeking the services of an experienced and/or qualified person to carry out a range of duties in the Technical Services Department . Hay Shire is a small multifaceted organisation with a total workforce of 55 with 40 in the Technical Services area.

Council seeks an individual who has experience in technical operations and works well under the pressure of tight deadlines and has the ability to deal with rapidly changing work priorities and practices. You will have a good level of written and verbal communication skills a high level of computer literacy and experience in data collection and management. Data entry is a major component of this role.

## Your Application

Your application represents you, therefore it is vital that it is well organised and provides all the required information. The application should consist of three parts:

- A covering letter
- A clearly presented response to the Position Criteria detailed in this position description; and
- A current resume containing contact details of employment related referees

The successful applicant will be required to undertake a medical examination and will be subject to a probationary period of three months.

Applications must be received at Hay Shire Council office at 134 Lachlan Street, Hay no later than 5.00pm 3<sup>rd</sup> March 2017 and clearly marked with the position title 'Technical Support Officer'.

## Contact Details

Enquiries in relation to this position should be directed to:

Kirstyn Thronder  
Executive Officer  
Phone: 02 6990 1100  
Email: [kthronder@hay.nsw.gov.au](mailto:kthronder@hay.nsw.gov.au)

# HAY SHIRE COUNCIL

## Position Title: Technical Support Officer

- Award Classification (subject to qualifications and experience)
- Employers Superannuation Contribution 9.5%
- Applications must be received at Hay Shire Council office at 134 Lachlan Street, Hay no later than 5.00pm 3<sup>rd</sup> March 2017 and clearly marked with the position title 'Technical Support Officer'.

## Position Objective

To provide a key role in the delivery of the technical Services programs including governance, compliance and asset management requirements.

## Organisational Relationships

**Reports to:** Infrastructure Manager

**Internal Liaison:** General Manager, Directors, Council managers and staff.

**External Liaison:** Contractors, members of the public.

## Delegated Authority and Accountability (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

## Extent of Authority

Works under limited direction, supervises other employees and decisions and actions taken at this level may have significant effect on program being managed.

## Performance Review

The employee will be required to participate in at least one performance review each year on goals, achievements and work performance in conjunction with the Infrastructure Manager and other persons who may assist in mediation in the performance review. Work performance does recognise increasing educational knowledge acquired through studies and the variation of work responsibilities.

## Education Assistance

Where the employee is to attend work related training, seminar or accreditation, Council will meet all course, registration fees and travelling costs.

## Corporate Responsibilities

- Compliance with Council's Code of Conduct, Management Directives and attendant policies and procedures.
- Commitment to Councils Corporate Plan.
- Comply with all workplace health and safety statutes, regulations and prescribed procedures.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.
- Conduct all business transactions in an ethical, friendly, efficient and professional manner.
- Provision of quality customer service
- Ensure all corporate information is captured with Council's business systems adhering to recordkeeping policies and procedures.

## Position-Specific Key Responsibilities

- 1) Complete Returns.
- 2) Assist with surveying.
- 3) Asset inspections.
- 4) Various applications including grant funding and events.
- 5) Reports.
- 6) Technical Support to the Technical Services Department.
- 7) Respond to customer requests as directed.
- 8) Financial tracking and reporting and assist with budget preparation.
- 9) Maintain Technical Department records.
- 10) Mapping.
- 11) Drone Operations.
- 12) Casual relief at Visitors Information Centre
- 13) Casual relief at the Hay Library.

## Position Criteria

**Note:** A single response to each of the dot points below is required (i.e. respond to each point listed in the Essential and Desirable Criteria separately and include with your application).

### **Essential: Qualifications, Skills & Experience**

- ◆ Qualification or well advanced in achieving qualification in either Information technology, business, engineering or other related discipline
- ◆ Well-developed planning, organisational and management skills.
- ◆ Solid working knowledge of WHS requirements
- ◆ Ability to collect and interpret data accurately
- ◆ High level of computer literacy in use of word processing, spreadsheeting applications, email communications and internet searching.
- ◆ Ability to work cooperatively with all levels of the staffing structure.
- ◆ Knowledge of Procurement procedures
- ◆ Class C drivers licence.

### **Desirable: Qualifications, Skills & Experience**

- ◆ Experience in engineering applications including Autocad, GPS, traffic counters and asset management tools
- ◆ Knowledge of the legislative environment in which Hay Shire Council operates.

This Position Description has been approved by:

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**Allen Dwyer**  
General Manager  
Hay Shire Council

**13<sup>th</sup> February 2017**