

Role Description

Technical Officer



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Better Regulation Division, SafeWork NSW, Testing Services
Classification/Grade/Band	Technical Officer (Engineering) 1-2
ANZSCO Code	233914
PCAT Code	1119192
Date of Approval	March 2015

Primary purpose of the role

Assist in providing electrical and mechanical testing services to ensure commercial equipment is designed to operate safely, and in accordance with Australian and international standards.

Key accountabilities

- Prepare and assist in the delivery of mechanical and electrical testing services on products for commercial and internal customers through the fabrication of tools and test jigs.
- Liaise with team to ensure user requirements are understood, and work is prioritised and progressed to achieve agreed daily outcomes.
- Ensure test equipment is serviced and maintained to acceptable standards of safety, functionality and cleanliness, in accordance with established procedures, legislative requirements, industry standards, codes and practices.
- Prepare and/or assist in the preparation of written technical reports, test and equipment records, databases and purchasing requisitions.

Key challenges

- Ability to balance the requirements and requests for assistance from technical staff to meet specific client needs and maintenance of equipment and workshops.
- Maintaining a working knowledge of relevant technical procedures, WHS and environmental policies and procedures as they apply to technical projects and work.
- Keeping up to date with technology and maintaining skills to improve work practices and quality of services.

Key relationships

Who	Why
Internal	
Direct Manager	<ul style="list-style-type: none">▪ Provide advice, support, expertise and report on the status of work▪ Escalate issues to and collaborate with to develop solutions
Work Team	<ul style="list-style-type: none">▪ Collaborate with
Stakeholders	<ul style="list-style-type: none">▪ Develop and maintain effective relationships▪ Resolve and provide solutions to issues
External	
Stakeholders	<ul style="list-style-type: none">▪ Develop and maintain effective working relationships▪ Resolve and provide solutions to issues

Role dimensions

Reporting line

Manager, Mechanical Testing

Direct reports

Nil

Decision making

This role:

- makes day to day decisions about work priorities and workload management
- refers matters that may substantially alter outcomes, timeframes or costs to the customer and more senior officers
- is expected to exercise good judgement at all times
- makes decisions within the level of financial and administrative delegation assigned to the role and within corporate / government protocols

Budget/Expenditure:

Nil

Essential requirements





- Has completed a recognised fitting and machining trade or electrical fitter mechanic trade apprenticeship and a minimum of two years recent experience as a tradesperson.
- Holds a current licence to drive a forklift or willingness to gain this licence
- Pre-employment Medical and ongoing Health Monitoring
- Holds a valid driver's licence
- Satisfactory criminal record check

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies