Role Description
Traffic Signal Technician

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metropolitan /Regional and Freight/ Regional Maintenance
Location	Multiple Locations
Classification/Grade/Band	Traffic Signals Technician 5-6
Role Number	Various
ANZSCO Code	312412
PCAT Code	1112292
Date of Approval	September 2019
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a $51.2bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Primary purpose of the role

The Traffic Signal Technician is required to perform construction, maintenance, repairs and modifications of intelligent traffic systems and tunnel power and life safety equipment in accordance with current specifications and instructions.

Key accountabilities

- Perform preventative maintenance and functional checks of intelligent traffic systems and associated equipment as per the tasks in the checklist to prevent frequent failures and faults and ensure the smooth operation of traffic control systems at intersections, through tunnels and on open road.
- Repair faults and accident damage as they occur to ensure smooth operation of intelligent traffic systems.
- Undertake programmed work to ensure that TfNSW specifications are met and client satisfaction is maintained.
- Lead staff and subcontractors at site to ensure that work is performed in a safe and timely manner.

- Adhere to TfNSW specifications to ensure compliance with standards while carrying out minor construction or reconstruction of intelligent traffic systems and tunnel power and life safety equipment.
- Assist the Traffic Systems Supervisor and carry out other duties associated with traffic systems maintenance as required as well as provide support to the team.

Key challenges

- Ensuring intelligent traffic systems and tunnel power and life safety equipment are in good working order. Ensure all faults are promptly identified and repaired within a reasonable time frame to minimise traffic disruption to the general public.
- Building and maintaining knowledge of current technical instruction and specifications for intelligent traffic systems.
- Maintaining a critical focus on workplace safety throughout Traffic Services via Work Health Safety (WHS) requirements.

Key relationships

Who	Why
Internal	
Traffic Facilities Manager and Traffic Systems Supervisor	- Guidance, direction and organisational objectives - Determine high level and strategic priorities - Escalate complex issues and problems Collaborate and share relevant information
Traffic Signal Staff	- Collaborate and build effective relationships - Share information and provide input on issues - Guide, support, advice and mentor team members
Project Engineer	- Guidance, direction and organisational objectives - Determine high level and strategic priorities - Escalate complex issues and problems - Collaborate and share relevant information
External	
Contractors and suppliers in relation to the procurement of goods/services - Monthly	- Facilitate closer working relationships with consultants, contractors and other industry partners to deliver cost effective services, solutions and meet government requirements. - Keep abreast of the latest trends in the industry

NSW
GOVERNMENT

Role dimensions

Decision making

The role has some autonomy determining day to day priorities in consultation with the manager

Reporting line

The role reports to either the Traffic Systems Supervisor or the Traffic Systems Supervisor depending on location/region

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Possession of a current qualified Electrical Contractor License or a qualified Supervisor Certificate (Electrical).
- Possess a current and valid Australian motor vehicle driver license and willingness to work outside normal working hours or to travel on occasion.
- The Section provides a 24-hour emergency response and the successful applicant will be required to undertake rostered callout duties to any site to repair faults within specified response times (currently minimum two hours).
- Appointment will be at USS 5 Year 1 level with progression to USS 6 subject to satisfactory performance and experience in ITS project works.

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.

Capabilities for USS5

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
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	Foundational
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	• 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 Commitment to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		solutions to meet needs
		• Resolve complex customer issues and needs
		• Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	• 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	• 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	• 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

Capabilities for USS6

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
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	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• 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 Commitment to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	• 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