

## Queensland Airports Limited

### Position Description

**Position:** ICT Technical Services Officer

**Location:** Gold Coast

**Department:** Corporate Services - Information & Communication Technology

**Reports to:** ICT Infrastructure Services Manager

**Status:** Permanent

**Agreement/  
Award:** Employment Contract

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#### **Purpose of the role:**

Reporting to the ICT Infrastructure Services Manager, this role will provide the day-to-day Second Level Support (with some first level), operations and facilitation of the Queensland Airports Limited (QAL) ICT infrastructure at all QAL-owned facilities under the direction of the ICT Infrastructure Services Manager and the ICT Group Manager.

This role is a key part of the delivery and maintenance of the existing system infrastructure and is required to work closely with ICT Team members, other Airport operational staff and Airport stakeholders, to ensure operational systems remain consistent with Service Level Agreements and appropriate internal controls to ensure successful outcomes.

#### **Key Result Areas (KRAs)**

- Provide timely ICT support to all QAL Group users
- Act as the ICT representative at staff meetings
- Assist with the operations and integrity of the QAL Group ICT Infrastructure
- Project liaison for ICT-enabled Business Process Improvements
- Strict application of the QAL ICT Project Management Framework
- Statistical and Operational reporting
- Vendor Support or other Contract Administration
- Budget production and monitoring
- Focus on customer service
- Quality and WH&S

**Staffing responsibility** Nil

## **Liases with:**

**Internal:** ICT Team members, Airport staff, QAL staff and management

**External:** Product vendors, service providers, airport stakeholders

## **Duties and Responsibilities**

- Provision of technical support to all QAL Group facilities as part of a small dedicated team as required, including project planning, monitoring and reporting
- Provision of services as required to ICT Team members
- Ensure systems have maximum available uptime
- Representation at staff meetings to provide technical advice
- Project liaison for ICT-enabled Business Process Improvements to provide advice and awareness of requirements for successful and timely implementation
- Statistical and Operational reporting of productivity and impacts to facilitate capacity planning, risk and security management in consultation with the ICT Team and Airport staff
- Vendor Support or other Contract Administration and negotiation of agreements in consultation with the ICT Team
- Liaise with ICT Team members to ensure timely and effective ICT-enabled business system management and implementation
- Work within a job rotation system relieving various ICT Team member positions during times of leave or busy periods as approved by the ICT Group Manager/ICT Services Managers
- Ensure redundancy in coverage of responsible areas to ensure human or other support resources are always available in consultation with the the ICT Group Manager/ICT Services Managers
- Travel to other QAL-owned facilities to undertake project implementation and/or support requirements
- Develop and undertake scheduled maintenance programmes on key airport operational systems

## Person Specifications

### Knowledge, qualifications and experience

- Minimum 5 years experience in an IT technical role
- Degree or Diploma level ICT qualifications desirable
- Industry standard competency qualifications such as Cisco, Juniper, or similar
- Advanced knowledge of Cisco Networks
- Knowledge of TCP/IP
- Experience with Wifi networks
- Several years experience in maintaining networks, including cabling, racking, pit and pipe infrastructure, and environment management

### Skills and competencies

- Excellent customer service skills
- Stakeholder liaison
- Several years experience working in diverse computing environments
- Experience with auditing and documenting ICT systems

### Personal attributes

- Enthusiastic and strong initiative
- Ability to work unsupervised and make decisions based on own judgement
- Ability to work to timeframes
- Ability to assess technical issues and manage accordingly for effective outcomes
- Ability to work with other staff in a multi disciplined environment
- Pleasant, approachable and professional manner
- Strong documentation skills
- Strong communication skills
- Strong troubleshooting skills
- Problem solving abilities
- Must be eligible to attain an Australian Aviation Security Identification Card (ASIC)
- Must be able to meet and comply with the QAL Group's Drug and Alcohol Management Plan

**PERFORMANCE MEASUREMENT**

Key Result Areas	Measurement method
Support of QAL Group Airport operational systems	<ul style="list-style-type: none"> <li>• Within reasonable timeframes minimising operational impacts</li> <li>• &gt;99% delivery</li> <li>• &gt;99% accuracy</li> <li>• In accordance with ICT and Corporate policies</li> <li>• In accordance with Service Level Agreements</li> </ul>
Facilitation for ICT services in ICT-enabled Business Improvement projects	<ul style="list-style-type: none"> <li>• Within reasonable timeframes minimising operational impacts</li> <li>• &gt;99% delivery</li> <li>• &gt;99% accuracy</li> <li>• In accordance with ICT and Corporate policies</li> <li>• In accordance with Service Level Agreements</li> </ul>
Prioritisation of tasks	<ul style="list-style-type: none"> <li>• Within reasonable timeframes minimising operational impacts</li> <li>• 95% delivery</li> <li>• 95% accuracy</li> <li>• In accordance with ICT and Corporate policies</li> <li>• In accordance with Service Level Agreements</li> </ul>
Quality and WH&S	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>

**TIME ALLOCATION**

Key Result Areas	%
ICT Support	50
ICT-enabled Business Processes	50
Quality and WH&S	Ongoing
<b>Total</b>	<b>100%</b>

**ACKNOWLEDGMENT**

I acknowledge that I have read and understood the key result areas described in this Position Description and agree to carry out my duties and responsibilities to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I understand that I may need to work additional hours and/or outside of normal hours from time to time and this is reflected in my salary. I acknowledge my employer’s right to alter this Position Description from time to time.

Name: .....

Signed: .....

Date: ...../...../.....