



POSITION DESCRIPTION

Position Title:	Technical Support Officer
Cluster / Business Unit / Division	Reactor Operations
Section or Unit:	Technical Support Group
Classification:	Band 5
Position Description Number:	PD-0304
Work Contract Type:	Technical
STEMM/NON-STEMM:	STEMM

POSITION PURPOSE

The primary objective of the Technical Support Officer is to develop a range of technical documentation within the framework of the Nuclear Operations Business Management System (BMS) to satisfy customer requirements and to comply with relevant international integrated management system requirements.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

The Nuclear Precinct brings together the key areas of Reactor Operations, the commercial businesses of Health, ANSTO Nuclear Medicine (ANM) and Minerals & Radiation Services and Waste Management.

Reactor Operations provides nuclear services to ANSTO for the purpose of supporting the strategic objectives of the organisation. This includes the provision of neutron beams for research institutes and irradiation services to Health and ANM for the purpose of the manufacture and sales of radiopharmaceutical and radiochemical products.

Waste Management is responsible for the safe, compliant and effective management of legacy, current and future predicted radioactive waste arising in line with ANSTO's strategic objectives, regulatory requirements and public expectations.

The Minerals and Radiation Services business provides practical solutions and innovative technology in ways that deliver financial and environmental benefits to the mining and minerals processing industries.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

The key accountabilities for this position include:

- Developing new Business Management System documents and revising existing Business Management System documentation in accordance with customer requirements and relevant international integrated management system requirements.
- Conducting research within the Reactor Operations division to gather information in order to develop draft documentation or to support various projects.
- Interpreting information received from customers to ensure it is correct and accurate and that it is presented in accordance with defined Business Management System document templates.
- Utilising and providing support to users of electronic workflow systems (including ACS, ROBPM and GRC).

- Undertaking management system audits of sections within Nuclear Operations to satisfy external and ANSTO auditing requirements and to ensure processes are being followed in accordance with current Business Management System documentation.
- Analysing audit outcomes to ensure they match Business Management System documentation and drafting audit reports for management.
- Liaising with Reactor Operations personnel to obtain detailed information regarding business processes and projects.
- Undertaking additional duties as required and during periods of leave of other staff.

Decision Making

- The position works within a framework of regulation, standards and procedures. Within this framework the position has some independence in determining how to achieve objectives of the Business Management System and associated support requirements.
- The ANSTO values, organisational corporate plan, divisional business plan and strategy objectives provide a context for the position.
- The position is accountable for the accuracy, integrity and quality of the documentation content they produce.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

- Promoting awareness of quality management throughout the division.
- Maintaining knowledge of industry best practice and technology developments with integrated management systems and regulatory requirements.
- Prioritising work and completing tasks within deadlines with the resources available.
- Securing time with customers to discuss the preparation and review of BMS documents.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none"> • Receive guidance and direction • Provide knowledgeable and evidence based advice • Gain endorsement for continuous improvement associated with the Business Management System documentation
Work area team members	<ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Negotiate and resolve conflicts
Other departments (name)	<ul style="list-style-type: none"> • Liaise with stakeholders to receive input into process changes

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Quality and Configuration Manager
Direct Reports	Nil
Indirect Reports	Nil
Financial Data (2019/2020)	
Revenue / Grants	
Operating Budget	

Staffing Budget
Capital Budget
Assets

Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	Occasional travel to ANSTO sites may be required
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety	
Specific role/s as specified in <u>AP- All Workers 2362</u> of the ANSTO WHS Management System	Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

On file

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Experience in technical document preparation and document control.
2. Preferably Engineering/Science experience combined with a thorough understanding of technical and general engineering terms.
3. A good understanding of integrated business management system standards (ISO 9001 quality management, ISO 45001 safety management and ISO 14001 environmental management principles).
4. Highly developed written communication skills, comprehensive technical report writing experience and a strong attention to detail.
5. An extensive vocabulary and an understanding of ANSTO's operations and engineering disciplines.
6. A demonstrated ability to work within a team and interact with people at all levels across all operational functions.
7. Experience working with and supporting electronic workflow systems.
8. Preferably skills in writing SQL and with report design using the SQL Server Reporting Service (SSRS).
9. Flexible approach to work and to continually review and reorganise work plans and activities to manage conflicting priorities.
10. Deadline driven, reliable in following through with actions, and proactive when attending to ANSTO and customer interests.
11. Proficiency in using the Microsoft Office suite of products.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Katie Pawsey	Name:	Mark Summerfield
Title:	Quality and Configuration Manager	Title:	Leader, Technical Support Group
Signature:	KP	Signature:	MWS
Date:	09/09/20	Date:	16/09/20