Australian Government

ANSTO
Science. Ingenuity. Sustainability.

POSITION DESCRIPTION

Position Title:	Technical Support Officer
Cluster / Business Unit / Division	Nuclear Operations, Safety & Security
Section or Unit:	Technical Support Group/Configuration Management Group
Classification:	Band 5
Job Family:	Administration
Position Description Number:	PD-0344
Work Contract Type:	Technical
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

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

ORGANISATIONAL ENVIRONMENT

ANSTO is a leading global nuclear science and technology organisation delivering world class research and expertise to benefit Australia and support a more sustainable future. Using nuclear science, we improve health, support industries, provide expert advice to government on nuclear technologies and help develop Australia's nuclear workforce.

Nuclear Operations, Safety and Security Group incorporates Nuclear Operations, Waste Management, High Reliability (Safety), Nuclear Security and Safeguards, and the Nuclear Stewardship science and technology platform. The Group provides critical operational and enabling functions for ANSTO as a whole, ensuring operational compliance for a range of regulators as well providing mandated services to federal and state government departments and agencies

The Configuration Management Group are part of the Technical Support Group within Nuclear Operations and provides direct support in all aspects of document control & management and quality assurance requirements for the Nuclear Operations. The Technical Support Group also includes the Reactor Operations Training Group and the OPAL Licensing Officer. External customers include representatives from the regulatory body ARPANSA and the relevant external auditing bodies.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Develop new Business Management System documents and revise existing Business Management System documentation in accordance with customer requirements and relevant international integrated management system requirements;
- Conduct research within the Nuclear Operations division to gather information in order to develop draft documentation or to support various projects;
- Undertaking management system auditing 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;
- Liaising with Nuclear Operations personnel to obtain detailed information regarding business processes and projects;

- Analysing audit outcomes to ensure they match Business Management System documentation and drafting audit reports for management;
- 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;
- Undertaking additional duties as required and during periods of leave of other staff.
- Fulfilling WHS responsibilities of the ANSTO WHS system.
- Undertake additional duties as required and during period of leave of other staff.

Key Challenges

- Promoting awareness of quality management throughout the division.
- Maintaining knowledge of industry best practice and technology developments with integrated management systems and the digitisation of processes.
- The ability to prioritise work and complete tasks within deadlines with the resources available; and
- Securing time with customers to discuss the preparation and review of Business Management System documents and digitisation of processes.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	• Receive guidance and direction • Provide expert, authoritative and evidence-based advice • Gain endorsement for continuous improvement associated with the Business Management System documentation
Work area team members	• Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Negotiate and resolve conflicts
Other departments (name)	Liaise with stakeholders to receive input into process changes

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Quality Assurance & Configuration Manager
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer) Public speaking Wearing personal protective equipment for entering radiation protected areas.
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions Perform duties in an area where radioactive materials are handled under tightly controlled safety conditions
Hours:	After hours work may be required for short and infrequent periods

Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements May be required to obtain and maintain appropriate federal government clearance

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

KNOWLEDGE, SKILLS AND EXPERIENCE

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

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 Assurance and Configuration Manager	Title:	Leader, Technical Support Group
Signature:		Signature:	
Date:		Date:	

Appendix 1

ANSTO Job Families
Accounting & Finance
Administration
Communications & Marketing
Compliance & Regulation
Engineering and Technical
Human Resources
ICT & Digital Solutions
Information & Knowledge Management
Legal
Manufacturing
Monitoring & Audit
Operations
Organisational Leadership
Project & Program
Research
Science
Security & Intelligence
Senior Executive
Service Delivery
Strategic Policy
Trades & Labour