

## Locally Engaged Staff (LES) Position Description

AGENCY	Department of Foreign Affairs and Trade
POSITION NUMBER	AC008
TITLE	ICT and Facilities Officer
CLASSIFICATION	LE3
SECTION	Facilities Section
REPORTS TO (TITLE)	Facilities Manager

### **About the Department of Foreign Affairs and Trade**

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high-quality overseas development program, and helping Australian travellers and Australians overseas. The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional, and bilateral interests.

### **About the section**

The Facilities Section delivers comprehensive property and facilities management at the Australian High Commission in Ghana (AHC). The section is responsible for the physical security, repairs and maintenance of facilities, and manages and maintains ICT services and other infrastructure. The section delivers responsive, high-quality services through strategic planning, delivering a capital works program, maintaining assets and facilities, and managing commercial services across AHC locations. The section contributes to Australia's bilateral and regional relationships through its staging of public events and support of high-level visits.

### **About the position**

Under the general direction of the Facilities Manager, the ICT and Facilities Officer manages the AHC's ICT systems and provides ICT support, including ensuring business continuity in a crisis. The position is responsible for the administration of a local computer server, providing troubleshooting and technical advice to users, contract and asset management, and procurement. The position contributes to the management and maintenance of the AHC's physical estate and residences, and assists with staging official events. Driving of official vehicles, including a manual transmission 15-seat bus, and occasional heavy lifting are required as part of this role. The position will be required to undertake occasional evening and weekend work.



**Key responsibilities of the position include but are not limited to:**

- Manage ICT systems and ICT services, maintain software/hardware registers, perform ICT equipment installation and maintenance, and resolve IT issues at the AHC.
- Provide user training and support, perform procurement, disposal, audit and asset management in line with relevant accounting, security and other policies.
- Assist in maintaining and monitoring property services, facilities and contracts, support the management of the vehicle fleet, and act as the Facilities Manager as required.
- Supervise and induct contractors onsite and manage the facilities team and contractors in setting and packing up official functions at the AHC and Official Residence.
- Manage the day-to-day operation of phone, satellite television, security and data services for the AHC and residences and liaise with local authorities and providers as required.
- Work with Regional Technical Officers, DFAT Canberra and other colleagues to resolve issues, and provide technical expertise to negotiate service and maintenance contracts with local suppliers.
- Provide technical and logistical support for high level visits and other mission activities and maintain ICT equipment for events, business continuity and disaster recovery procedures.
- Perform driving of official vehicles, other duties and back up as required.

**Required Qualifications, Experience and Skills:**

- Qualifications or demonstrated knowledge and experience in a relevant ICT systems administration field.
- Strong knowledge and practical experience of computer operating systems and commonly used commercial software packages such as Microsoft Office, Lotus Notes, Internet browsers and web publishing.
- Enthusiastic self-starter with strong interpersonal and communications skills, adaptability, and the ability to work flexibly, both in a team and individually to deliver services to all stakeholders at the mission, as well as external providers.
- Demonstrated initiative, and willingness to learn.
- Experience (or the ability to acquire knowledge) in facilities and/or property management.
- Experience working in a diplomatic mission, or similar global environment, is desirable.
- A valid driving licence (including for manual transmission vehicles) with a proven safe driving record, is mandatory.