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|  **Position Title** | Information Technology Student |

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| **ORGANISATIONAL CONTEXT** | **POSITION CLASSIFICATION *(HR Only)*** |
| **Business Unit** | Finance and Business | **Location** |  |
| **Group** | Information technology | **Salary Band** |  |
| **Team** | As above |

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| **Organisation Overview** |

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| Tasmanian Networks Pty Ltd (TasNetworks) is Tasmania’s electricity transmission, distribution and telecommunication business. It is a State-owned Company formed by the merger of the distribution business of Aurora Energy Pty Ltd and Transend Networks Pty Ltd. TasNetworks formally commences operations on 1 July 2014 to support the following outcomes for Tasmanian customers:* lowest sustainable electricity bills;
* long-term safe, secure and reliable supplies of electricity; and
* a financially viable business that runs efficiently and effectively and maximises the overall economic benefit to Tasmania.
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| **Organisation Requirements** |

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| **Safety**: While at work you must champion a strong safety culture, take reasonable care of your own health and safety and the health and safety of other people. This includes people working under your supervision or direction who may be affected by your acts or omissions at the workplace in accordance with the Work Health and Safety Act 2012 (Tasmania).**Compliance obligations**: You are required to comply with all relevant legislation, laws, regulations, standards, codes and TasNetworks policies and procedures.**Vision and values**: All TasNetworks employees are expected to support the achievement of a shared company vision and to act in accordance with the company’s stated values. |

**POSITION PURPOSE**

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| * To undertake project work and initiatives to support Information Technology
* To assist TasNetworks meet business objectives by undertaking various duties, commensurate with the individual’s developing knowledge and skills.
* Write a report of the work carried out and present the report to their work supervisor to review, add comment and sign.
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**KEY CHALLENGES**

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| * Handle incidents and requests, owning and managing them throughout their lifecycle
* Working as part of a team to contribute to technical and service improvement
* Provide exceptional customer service, understand and deliver technology services to meet the needs of TasNetworks and our customers.
* Develop technical expertise in a wide variety of Information Technology areas.
* Gaining an understanding the organisation, processes, standards and culture,
* Working on a variety of often unrelated tasks and ensuring goals are achieved within agreed timeframes.
* Recognising this is potentially the first professional employment experience, adjusting to the requirements of full time employment and the requirements of a commercial business.
* Balance the needs of multiple stakeholders.
* Ensure compliance with TasNetwork’s policies and guideline, in particular security standards and settings for technical systems.
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**KEY ACCOUNTABILITIES**

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| Gain knowledge of the organisation and industry | * Work within core business functions to gain a understanding of a network service provider and the electricity supply industry in general.
* Learn about the roles and responsibilities of the organisation, each group and department, and relevant positions.
* Learn the organisations processes and procedures.
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| Commercial knowledge and personaldevelopment | * Increase knowledge and skills across a range of Information technology areas through the completion of assigned tasks.
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| Provide Business Analysis support | * Use competencies to provide analytical support within the organisation
* Undertake small projects in host workgroup.
* Assist other team members and Team Leaders with larger projects.
* Develop written communication skills through preparation of documents, subject to projects undertaken.
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| Customer Focus  | * Seeks to understand internal and external customers
* Identifies and responds to customer service issues
* Is customer focused
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| Collaboration and Teamwork | * Shares responsibility whilst maintaining accountability
* Collaborative team player
* Builds effective relationships across groups to deliver results
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**POSITION DIMENSIONS**

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| **Reports to:***(Position Title)* | Team Leader of relevant area |
| **Direct Reports**:*(Number of positions reporting directly to this position)* | 0 |
| **Indirect Reports**:*(Number of positions reporting to direct reports)* | 0 |
| **Financial***(Indicative delegations)* | 0 |
| **Key Relationships***(Key position stakeholders)* |  Internal * Mentor – as required for discussion, advice and to exchange information.
* Manager of ‘host’ workgroup – For setting work targets and advice.
* Team members – obtain information pertaining to projects, and assist with projects.
* Other staff – for information as required.
 | External* External customers, contractors and service providers as required
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SELECTION PROFILE

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| **Work Experience/Knowledge:** *(Include the area, level/significance of experience required and technical, management, industry/sector knowledge required)* |
| **Essential** (*Minimum requirement to perform duties associated with the position)* | **Desirable** (*Requirements that are desirable but not essential for performing the basic work outputs of the position)* |
| Knowledge | * Relevant knowledge and understanding of the electricity industry and regulatory framework
* Technical knowledge and troubleshooting of technology hardware
* Service Management processes
* Current Drivers License
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| Experience* Proven ability to work in small teams
* Strong communication and interpersonal skills
* Demonstrated organisational and time management skills
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| **Education/Qualifications:** *(formal, recognised qualifications and/or professional memberships)* |
| **Essential**  | **Desirable**  |
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| **Core competencies:**  |
| **Leadership**: * Ability to self-motivate, manage own performance, contribute to business outcomes
* Adaptable to ongoing change
* Understands good communication and communicates effectively
* Demonstrated commitment to value-based decision making
* Demonstrated personal commitment to safety
 | **Accountability:*** Action-oriented
* Manages self for performance
* Ability to think strategically, delivering sound solutions to complex problems
* Able to think laterally
* Result-oriented with a mindset for continuous improvement
* Embraces, lives and displays vision and values
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| **Customer Focus:*** Seeks to understand internal and external customers
* Identifies customer service issues
* Creates customer-focused practices
 | **Decision Making:** * Decision-making oriented, able to make sound decisions
* Able to make sound judgement through evaluative approach, able to take calculated risks
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| **Commercial Focus:** * Demonstrates initiative, identifies opportunities to enhance current business performance
* Able to plan, schedule and manage own time to deliver outcomes in line with business needs
 | **Collaboration and Teamwork:*** Builds effective partnerships across stakeholders group to deliver results
* Proactively shares and cooperates
* Strong and collaborative team player
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GOVERNANCE *(HR and the manager of this position confirm that this Position Description is an accurate reflection of the key accountabilities, outcomes and any other attributes required of this role)*

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| **Prepared by: Emily Palermo, Leader Commercial Services** | **Last Review Date:**  |
| **Authorised by:**  | **Date:**  |