

JOB FAMILIES

[MANAGEMENT](#)

[TECHNICAL](#)

[NON TECHNICAL](#)

JOB SECTION: MANAGEMENT

Executive:

200	Chief Executive Officer
250	Chief Operating Officer
300	General Manager (Multi-Function)
400	General Manager (Single-Function)
500	Customer Support/Service Director
1040	Marketing Director
2500	Business Development Director
3000	Finance Director/Chief Financial Officer
4000	Human Resources Director
5250	Research & Development Director
8000	Logistics Director

Management:

1010	Project Director
1100	Department/Branch Manager
1200	Senior Project Manager
1300	Project Manager
1400	Team Leader

POSITION DESCRIPTION

Position Title: Chief Executive Officer
Position Code: 200

Responsible for

Achieving corporate objectives and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Corporations Act for the statutory compliance of all business activities of the company.

Reports To

Board of Directors (and Shareholders) or overseas principals.

Supervises

Directors, divisional and functional managers.

Main Activities

- Submitting business forecasts and budgets for the consideration of the Board and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

Key Skills

- Sound leadership skills and a proven record of successful staff management. Must be an effective manager by exception.

Internal Contacts

Functional and divisional managers, and all subordinate staff. Fellow directors on board/policy making management team

External Contacts

Industry associations, company bankers, other financial institutions both local and overseas, Federal and State Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

Typical Experience

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

POSITION DESCRIPTION

Position Title: Chief Operating Officer
Position Code: 250
Career Level: 7

Responsible for

Directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy.

Reports To

Chief Executive Officer/Managing Director.

Supervises

All operational managers/general managers and staff working within the operational functions of the organisation.

Main Activities

- Providing strategic direction, leading, managing and directing all operational activities of the organisation.
- Accountability for the overall profitability of the operational activities of the organisation.
- Ensuring all corporate and business unit strategies and plans are aligned, reviewed and successfully implemented - taking remedial action where necessary.
- Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support.
- Providing support and assistance to the CEO on corporate and group issues where required.
- Communicating with the CEO to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the CEO, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

Key Skills

- Proven management experience at a senior level.
- Financial management/reporting and analysis skills.
- Strategic planning and resource management skills.
- Strong leadership and motivational ability.

Internal Contacts

Functional and divisional managers and all Subordinate staff, board of directors, other members of the Executive and Senior Management teams, corporate support functions, all levels of employees.

External Contacts

Major suppliers and clients/customers, Government departments and authorities, legal advisers, auditors, and the media (where necessary).

Typical Experience

At least 10 - 12 years relevant management and operational experience coupled with tertiary level qualifications.

POSITION DESCRIPTION

Position Title: General Manager (Multi-Function)
Position Code: 300
Career Level: 7

Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. People performing this role have multiple functional responsibilities and are responsible for implementing strategy within these particular areas of responsibility.

Reports To

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Those managers and staff working within the functional areas/branches.

Main Activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall financial performance of the multiple functions/branches and the achievement of associated revenue and expense budgets.
- Ensuring that the functions/branches comply with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - as required.
- Acting as the chief spokesperson for the organization in relation to the multi functions/branches or responsibility - as required.

Key Skills

- Has sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal Contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

External Contacts

Major suppliers, clients/customers, industry associations.

Typical Experience

At least 12 - 15 years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other Comments

If a person has responsibility for ALL operational activities of the organization, please match them to position code 250 - Chief Operating Officer. Alternative Titles: General Manager - Subsidiary Operations, Head of a Major Profit Centre.

POSITION DESCRIPTION

Position Title: General Manager (Single-Function)
Position Code: 400
Career Level: 6

Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

Reports To

Chief Executive Officer/Managing Director of Chief Operating Officer.

Supervises

Those managers and staff working within the functional area.

Main Activities

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

Key Skills

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal Contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

External Contacts

Major suppliers and clients/customers, industry associations.

Typical Experience

At least 10 - 12 years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other Comments

Regional General Manager; may also be called a "Line of Business" Manager.

POSITION DESCRIPTION

Position Title: Customer Support/Service Director
Position Code: 500
Career Level: 6

Responsible for
Controlling customer support activities nationally, to achieve customer service and budget objectives.

Reports To
Chief Executive/Managing Director.

Supervises
Support managers, account managers and product/customer support specialists.

Main Activities

- Establishing national plans and strategies for developing cost effective client support.
- Coordinating post sales support on a national basis.
- Organising and monitoring the performance of support operations and project installation services on a national basis.
- Establishing and controlling stocks of parts and service equipment.
- Preparing and updating national customer service budgets, and regularly reporting on performance against targets.
- Preparing support budgets and projections.
- Recruiting and training product specialists.
- Liaising with manufacturing/R&D in design support, product improvements and design changes.
- Ensuring profitability of service and controlling costs.

Key Skills

- A strong technical background and detailed product knowledge combined with good organisational abilities. Top level skills in customer liaison and handling of product application.

Internal Contacts

State or regional sales and marketing management, operations and logistics managers, manufacturing/R&D.

External Contacts

Customers at all levels, prospects, distributors, parts suppliers, and sub-contractors.

Typical Experience

A least 12 years of experience in customer service and extensive technical training and product servicing experience.

Other Comments

The role has important client liaison elements, based on technical appreciation of the customer's requirements and problems.

POSITION DESCRIPTION

Position Title: Marketing Director
Position Code: 1040
Career Level: 7

Responsible for
Establishing and controlling the national marketing strategy to achieve market share and profitability goals.

Reports To
Chief Executive/Managing Director.

Supervises
A specialist Marketing team, including Product Managers, Market Research Officers and Product Promotions Staff.

Main Activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies from market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns on a national basis.
- Preparing and updating national marketing budgets, regularly reporting on performance against target, and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

Key Skills

- Professional marketing skills are essential in combination with detailed knowledge of technological trends and developments.
- The role requires advanced communication skills, and the ability to interpret and maximise the use of sophisticated market research data.

Internal Contacts
National Sales Management, Finance and Accounting, Company Secretarial/Legal, Systems and Software Development.

External Contacts
Advertising Agencies, the Media, Public Relations Firms, Market Research Firms, Federal and State Government Officials.

Typical Experience
At least 12 years of marketing and product management experience coupled with relevant tertiary qualifications.

Other Comments
The role has significant elements of market strategy and positioning on a national basis.

POSITION DESCRIPTION

Position Title: Business Development Director
Position Code: 2500
Career Level: 7

Responsible for

Overall responsibility for the development and management of new business opportunities, achieving profitability and capital management goals.

Reports To

Chief Executive Officer.

Supervises

Business development division staff.

Main Activities

- Evaluating market entry opportunities for the organisation, preparing business cases, financial models and plans to be presented to the senior management team for discussion and vetting.
- Reporting on cash flow, profitability and investment return on a consolidated and project basis.
- Determining the overall direction of new business opportunities, creating 'virtual teams' across departments or organisations, ensuring that projects fall within the strategic direction of the organisation and balancing short and long term goals.
- Developing deal-making processes and documentation to enable high speed closure of new deals in a consistently high-quality manner. These procedures should also cover life cycle management (e.g. joint marketing/PR/measurement metrics).
- Ensuring business relationships comply with all regulatory and legal requirements.

Key Skills

- Strong knowledge of relevant industry products and services.
- General managerial skills.
- High level interpersonal, negotiation and relationship building skills.
- Managing complex projects involving external partners.
- Keen commercial and financial awareness.

Internal Contacts

Senior management team, sales, marketing, regulatory affairs, legal, finance, research & development.

External Contacts

Potential business partners, industry bodies, external service providers.

Typical Experience

At least 12 years business development, sales and marketing experience coupled with relevant tertiary qualifications. In emerging industries total experience may be less but industry knowledge will be very strong.

Other Comments

In smaller or start-up organisations the focus of this role may be more on partnering and alliances, whereas in larger companies the job may involve more coordination of resources from various operating divisions.

POSITION DESCRIPTION

Position Title: Finance Director/Chief Financial Officer
Position Code: 3000
Career Level: 7

Responsible for

Establishing and controlling the financial systems and administrative services of the company, and providing financial information to Chief Executive and Directors.

Reports To

Chief Executive/Managing Director.

Supervises

Finance, Accounting, and Administration staff.

Main Activities

- Directing the establishment of financial/accounting principles, procedures and practices in line with legal and corporate requirements.
- Ensuring accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

Key Skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities. The ability to organise and control major accounting systems is also required.

Internal Contacts

Functional management, company secretary, internal audit, IT Manager.

External Contacts

Financial institutions, major customers & suppliers, external auditors, investment advisers.

Typical Experience

At least 15 years practical experience in addition to tertiary qualifications.

Other Comments

The role administers and directs to meet statutory and corporate reporting requirements.

POSITION DESCRIPTION

Position Title: Human Resources Director
Position Code: 4000
Career Level: 7

Responsible for
Ensuring the most effective utilisation of the organisation's staff resources.

Reports To
Chief Executive/Managing Director.

Supervises
Divisional head for each function e.g. recruitment, remuneration, training and development.

Main Activities

- Developing the Human Resources contribution to the company's strategic planning so that its long term people needs are identified and accommodated within its business plans and management decisions.
- Developing, submitting for approval, and managing the implementation of Human Resource policies throughout the organisation. Policies will respond to legal requirements, minimise disruption, penalties and adverse publicity.
- Ensuring that all skills requirements within the organisation are met through ongoing workforce planning, staff development programs and external recruitment.
- Ensuring all staff administration records are effectively maintained.
- Ensuring staff reward practices take account of varying performance levels, internal equity and external salary market rates.
- Assisting management in achieving harmonious working relations with all staff thereby minimising time lost through industrial disputes.

Key Skills

- Sound negotiating skills and strong interpersonal skills. Thorough knowledge of Government legislation.

Internal Contacts
Chief executive officer and all functional and divisional managers.

External Contacts
Specialist consultancies, legal advisers, financial institutions, union delegates.

Typical Experience
Tertiary level qualifications with at least 12 years of experience in all aspects of Human Resources Management.

Other Comments
General Manager - Human Resources, Personnel Director.

POSITION DESCRIPTION

Position Title: Research & Development Director
Position Code: 5250
Career Level: 7

Responsible for

The achievement of program objectives which will improve existing products or develop new products and processes, leading to improvements in the company's short and long term profitability.

Reports To

Chief Executive/Managing Director.

Supervises

Scientific and technical staff.

Main Activities

- Responsible for product development and feasibility studies leading to the successful production and marketing of new or modified products within a defined time frame and budget.
- Examining new production processes and materials to quantify the benefit arising from implementation and making recommendations accordingly.
- Directing scientific and professional staff engaged in research projects and assignments.
- Reviewing and evaluating technical work and selecting, scheduling and coordinating overall research activities.
- Establishing procedures and testing methods for assessing raw materials, work in progress and finished goods quality standards.
- Participating in short and long range planning, making independent decisions on work methods and procedures within an overall program.

Key Skills

- Originality and ingenuity are required for devising practical and economic solutions to problems.

Internal Contacts

Production and marketing staff.

External Contacts

Scientific colleagues, universities and research stations, research councils, primary producers and potential end-users/beneficiaries of the research and product development undertaken.

Typical Experience

University degree, often at Masters or Ph.D. level, and at least 10 - 15 years experience in a research environment, usually requiring knowledge of more than one field of science.

POSITION DESCRIPTION

Position Title: Logistics Director
Position Code: 8000
Career Level: 6

Responsible for

Controlling and directing the receipt, warehousing, transport and distribution of the materials associated with the production of the company's product range.

Reports To

Chief Executive/Managing Director

Supervises

A team of logistics, warehouse and distribution staff.

Main Activities

- Coordinating a national warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Formulating logistics policies and strategies.
- Ensuring the security of stock and assets.
- Analysing procedures and implementing methods which optimise handling, storage and transport resources.
- Negotiating cartage contracts.
- Preparing and updating national logistics budgets, and regularly reporting performance.
- Recruiting and training logistics staff.

Key Skills

- Strong analytical and organisational skills backed with formal training in logistics. Will have proven abilities in cost centre management, negotiation and industrial relations.

Internal Contacts

Sales and service management, finance and accounting, human resources and industrial relations.

External Contacts

Suppliers, sub-contractors, union officials, Federal and State Government departments, major customers.

Typical Experience

University degree. Likely to have 7 to 10 years of practical experience in a senior logistics role.

Other Comments

This is a specialised role based on "hands on" experience backed by formal training

POSITION DESCRIPTION

Position Title: Project Director
Position Code: 1010
Career Level: 6

Responsible for

Managing a group of Technical Engineers and/or Managers engaged in designing, building and testing of Specialist Defence Systems. Controlling the progress and quality of major development projects

Reports To

Chief Executive, Senior Manufacturing Executive

Supervises

Department and Project Managers

Main Activities

- Controlling project schedules so that systems design or development projects are completed and tested on time and to required quality standards
- Establishing the quality standards of the systems development and ensuring adherence across teams
- Managing the design, building and testing of equipment for the manufacturing of defence systems products
- Managing the installation of equipment
- Negotiating the supply of equipment, where necessary
- Monitoring the industry for new defence systems processes and techniques.
- Preparing and managing of budgets associated with the new manufacturing processes.

Key Skills

- Sound electronic engineering skills
- Skills in management of product engineering, documentation and configuration control.
- Strong engineering design ability
- Project management, financial management, planning and organising skills.
- Ability to keep abreast of developments in the field and to anticipate trends within the industry and market

Internal Contacts

Sales, Marketing, Finance, Human Resources and MIS Departments

External Contacts

Major Customers, Suppliers, Government Departments

Typical Experience

A minimum of 10 years experience, preferably in Defence Systems Development in a R&D environment with at least 4 years in Project Management. Tertiary level qualification.

POSITION DESCRIPTION

Position Title: Department/Branch Manager
Position Code: 1100
Career Level: 5

Responsible for

Meeting requirements for the development and maintenance of Defence Systems. Reviewing and evaluating technical work, selecting schedules and coordinating overall research/development activities to obtain required objectives

Reports To

General Manager

Supervises

Project Managers, Project Cost Control Offices

Main Activities

- Managing the various functions within the Systems Development/Engineering area of the organisation, maintaining project schedules and budgetary goals.
- Understanding user operations and needs, and organising suitable development projects.
- Allocating development resources, controlling projects and various budgets, and reporting on variances.
- Maintaining a knowledge of the latest techniques and development tools.
- Providing an input to company strategies and policies.

Key Skills

- Professional level of project planning and control skills
- Ability to motivate fellow managers and staff to achieve deadlines and to maintain quality standards

Internal Contacts

Financial Departments, Human Resources and Marketing Departments

External Contacts

Customers at a senior level

Typical Experience

More than 10 years experience in Systems Development. University degree (3 or 4 years) in Electrical Engineering, Computer Sciences or associated discipline. May have Masters/PHD level.

Other Comments

Alternative Titles: Technical Manager; Functional Manager; Branch Manager.

POSITION DESCRIPTION

Position Title: Senior Project Manager
 Position Code: 1200
 Career Level: 5

Responsible for
 Managing the end-to-end development of very large or multiple development projects with a combined value in the \$10 - \$20 Million range

Reports To
 Department/Branch Manager

Supervises
 Team Leaders, Systems/Hardware/Software Engineers at various levels.

Main Activities

- Controlling system design and project planning activities related to large defence systems development.
- Controlling project schedules so that defence programs are completed on time.
- Establishing, managing and reporting on multi-project budgets and reporting on variances
- Controlling quality aspects methodology to ensure that systems developed meet the required standards.
- Managing the installation and testing of systems.
- Evaluating and recommending new development tools and project control systems
- Managing and leading a team(s) of employees in complex/large projects

Key Skills

- Effective leadership, coordination and motivational skills
- Strong understanding of business and project requirements
- Ability to establish and adhere to strict project timeframes
- Negotiation and dispute resolution skills
- Financial literacy to forecast and manage project budgets
- Ability to manage competing demands of multiple, simultaneous projects

Internal Contacts
 Senior Management, Finance and Accounting, Human Resources departments and Engineers at various levels.

External Contacts
 Software Suppliers, External Software Engineer Specialists, Contractors and Government Departments.

Typical Experience
 At least 10 years experience in Systems/Software Development with 5 years in Project Supervision

POSITION DESCRIPTION

Position Title: Project Manager
Position Code: 1300
Career Level: 5

Responsible for
Controlling the quality and progress of Systems Development projects in the \$2 - \$5 million range

Reports To
Department/Branch Manager/Senior Project Manager

Supervises
Team Leaders, Systems/Hardware/Software Engineers at various levels.

Main Activities

- Controlling Systems Development projects.
- Controlling project schedules and quality standards so that systems programs are delivered on time, meet user requirements, and are easily modified and maintained.
- Liaising with users and reporting project costs and progress to management.
- Establishing, managing and reporting on single project budgets and reporting on variances.
- Suggesting and evaluating packaged systems software and development tools.
- Managing and leading a team(s) of employees in complex/large projects

Key Skills

- Effective leadership, coordination and motivational skills.
- Understanding of business and project requirements.
- Ability to establish and adhere to strict project timeframes.
- Negotiation and dispute resolution skills.
- Financial literacy to forecast and manage project budgets.

Internal Contacts
Senior Management, Finance and Accounting Departments and Engineers at various levels.

External Contacts
Software Suppliers, External Software Engineer Specialists, Contractors and Government Departments.

Typical Experience
More than 7 years experience in Systems Development, with 3 to 4 years in Systems Design and Project Supervision.

Other Comments
Alternative Title: Lead Engineer

POSITION DESCRIPTION

Position Title: Team Leader
Position Code: 1400
Career Level: 4

Responsible for
Coordinating the systems integration/software management and implementation of quality control standards.

Reports To
Project Manager/Lead Engineer

Supervises
A team of Systems/Hardware/Software Engineers (typically 4 -6 people)

Main Activities

- Supervising a team or teams of Systems Specialists (typically 4 - 6 people)
- Controlling project schedules and ensuring quality standards with programs delivered on time, meeting user requirements, and easily maintainable
- Estimating, scheduling and planning resources.
- Ensuring maximum levels of productivity are achieved and maintained by individuals and teams, and ensuring all personnel obtain the necessary level of training
- Reporting on progress of systems against time frames and budget
- Determining training requirements.

Key Skills

- Good skills in time and resource management
- Knowledge of and experience in people management
- A good understanding of the current defence systems requirements
- An ability to understand and meet the essential needs of users

Internal Contacts
Senior Management, Finance and Accounting, Human Resources

External Contacts
Software Suppliers

Typical Experience
Generally has more than 3-4 years in Systems Development, with at least 3 years in Systems Engineering

Other Comments
This is a first level exposure to staff management - will be developing staff skills by attending some meetings and being involved in staff recruitment

JOB SECTION: TECHNICAL

Systems/Software Development:

- 2105 [Senior Systems/Software "Guru"](#)
- 2110 [Senior Systems/Software Consultant](#)
- 2100 [Systems/Software Consultant](#)
- 1500 [Senior Systems/Software Engineer \(7-8 years\)](#)
- 1600 [Senior Systems/Software Engineer \(5-6 years\)](#)
- 1700 [Systems/Software Engineer \(3-4 years\)](#)
- 1800 [Systems/Software Engineer \(1-2 years\)](#)
- 1900 [Graduate Systems/Software Engineer](#)

Electrical:

- 1675 [Senior Electrical Engineer \(5-8 years\)](#)
- 1875 [Electrical Engineer \(1-4 years\)](#)
- 1975 [Graduate Electrical Engineer](#)

Mechanical:

- 1625 [Senior Mechanical Engineer \(5-8 years\)](#)
- 1825 [Mechanical Engineer \(1-4 years\)](#)
- 1925 [Graduate Mechanical Engineer](#)

Aerospace:

- 4050 [Senior Aeronautical/Structural Engineer \(7-8 years\)](#)
- 4060 [Senior Aeronautical/Structural Engineer \(5-6 years\)](#)
- 4070 [Aeronautical/Structural Engineer \(3-4 years\)](#)
- 4080 [Aeronautical/Structural Engineer \(1-2 years\)](#)
- 4090 [Graduate Aeronautical/Structural Engineer](#)
- 6050 [Senior Avionics Engineer \(7-8 years\)](#)
- 6060 [Senior Avionics Engineer \(5-6 years\)](#)
- 6070 [Avionics Engineer \(3-4 years\)](#)
- 6080 [Avionics Engineer \(1-2 years\)](#)
- 6090 [Graduate Avionics Engineer](#)

Hardware:

- 1250 [Senior Hardware "Guru"](#)
- 1350 [Senior Hardware Consultant](#)
- 1450 [Hardware Consultant](#)
- 1550 [Senior Hardware Engineer \(7-8 years\)](#)
- 1650 [Senior Hardware Engineer \(5-6 years\)](#)
- 1750 [Hardware Engineer \(3-4 years\)](#)
- 1850 [Hardware Engineer \(1-2 years\)](#)
- 1950 [Graduate Hardware Engineer](#)

Quality Assurance:

- 2260 [Quality Assurance Manager](#)
- 2130 [Quality Assurance Engineer](#)

Technical Support:

- 2150 [Senior Technical Support Officer](#)
- 2160 [Technical Support Officer](#)
- 2270 [Technical Writer](#)

[Next page](#)

JOB SECTION: TECHNICAL - Continuation

Configuration Management:

3510 [Senior Project Officer - Configuration Management](#)

3520 [Configuration Management Librarian](#)

Logistics:

2135 [Logistics Engineering Team Leader](#)

2140 [Logistics Engineer](#)

2141 [Logistics Officer](#)

Other:

3500 [Manager - Engineering Control, Test & Integration](#)

POSITION DESCRIPTION

Position Title: Senior Systems/Software "Guru"
Position Code: 2105
Career Level: 5

Responsible for

Providing specialised, senior level technical support and advice on the product, usually internally but often by assisting customers with specific products.

Reports To

Department/Branch Manager.

Supervises

May assist/supervise a small team of Senior Systems/Software Engineers and Systems/Software Engineers.

Main Activities

- Facilitating the development of specialised software programs using "leading edge" technologies.
- Appraising, reporting on and assisting the development of new technologies and products and making recommendations on the acquisition of advanced technology. Gaining organisational commitment and initiating/participating in projects which evaluate technologies and methods.
- Providing specialised input to various and diverse projects and may be assigned to projects using new technologies.
- Developing software development programs and related production schedules and budgets.
- Providing an effective resource for management undertaking new projects, such as in submitting proposals.
- Advising Project Managers on the impact of their various projects on the total system.
- Identifying and investigating opportunities to use technologies in providing cost effective and flexible solutions.
- Assisting in staff supervision and training in software development.

Key Skills

- Expert skills in many development areas.
- Strategic planning, research and development, and project management skills.
- Project planning and specification skills, together with problem solving and analysis. The latter based on specific industry knowledge.

Internal Contacts

Marketing Manager, Project Manager, Development Specialists, Product Specialists, Management.

External Contacts

Customers, various Specialist Consultants and Peripheral Suppliers.

Typical Experience

At least 15 years experience in Systems Development and Computing. Often job holders are at PHD level.

POSITION DESCRIPTION

Position Title: Senior Systems/Software Consultant
Position Code: 2110
Career Level: 4

Responsible for

Providing specialised, senior level technical support and advice on the product, usually internally but often by assisting customers with specific products.

Reports To

Department/Branch Manager

Supervises

No supervisory responsibilities

Main Activities

- Facilitating the development of specialised software programs using "leading edge" technologies.
- Appraising, reporting on and assisting the development of new technologies and products and making recommendations on the acquisition of advanced technology.
- Providing specialised input to various and diverse projects and may be assigned to projects using new technologies.
- Developing software development programs and related production schedules and budgets.
- Providing an effective resource for management undertaking new projects, such as in submitting proposals.
- Advising Project Managers on the impact of their various projects on the total system.

Key Skills

- Expert skills in many development areas.
- Project planning skills, together with problem solving and analysis.

Internal Contacts

Marketing Manager, Project Manager, Development Specialists, Product Specialists.

External Contacts

Customers, various Specialist Consultants and Peripheral Suppliers.

Typical Experience

At least 10 years experience in Systems Development and Computing. Often job holders are at PHD level.

Other Comments

Alternative Title: Senior Project Engineer.

POSITION DESCRIPTION

Position Title: Systems/Software Consultant
Position Code: 2100
Career Level: 3

Responsible for

Providing specialised, technical support and advice on the product usually internally but often in assisting customers with specific products

Reports To

Department Branch Manager

Supervises

No supervisory responsibilities

Main Activities

- Facilitating the development of specialised systems programs using "leading edge" technologies.
- Appraising, reporting on and assisting the development of new technologies and products and making recommendations on the acquisition of advanced technology.
- Providing specialised input to various and diverse projects and may be assigned to projects using new technologies.
- Developing Systems Development programs and related production schedules and budgets.
- Providing an effective resource for management in undertaking new projects or in submitting proposals
- Advising Project Managers on the impact of their various projects on the total system

Key Skills

- Expert skills in many development areas

Internal Contacts

Marketing Manager, Project Manager, Development Specialists and Product Specialists

External Contacts

Customers, various Specialist Consultants and Peripheral Suppliers

Typical Experience

At least 5 years experience in Systems Development. Often job holders are at PHD level. More than 5 years after gaining qualifications.

Other Comments

Alternative Title: Project Engineer



POSITION DESCRIPTION

Position Title: Senior Systems/Software Engineer (7-8 years)
 Position Code: 1500
 Career Level: 4

Responsible for
 Designing and implementing software solutions in accordance to required specifications and milestones at a most senior level.

Reports To
 Project/Technical Manager

Supervises
 May assist in supervising Systems/Software Engineers

Main Activities

- Conducting major engineering assignments in collaboration with the Systems/Software Development staff.
- Designing and documenting software to meet requirements.
- Analysing, testing and debugging software.
- Implementing software modules in accordance to development plan.
- Integrating software onto host hardware platform.
- Planning, documenting and executing software.

Key Skills

- Strong programming skills
- Good communication skills
- In depth knowledge of computer architecture
- Ability to work to tight deadlines

Internal Contacts
 Engineering, Project Management, Principal Software Engineer

External Contacts
 Major Customers, Suppliers, Government Departments

Typical Experience
 7 or more years of relevant experience in aspects of Software Development. Electrical Engineering degree or equivalent

POSITION DESCRIPTION

Position Title: Senior Systems/Software Engineer (5-6 years)
Position Code: 1600
Career Level: 3

Responsible for

Designing and implementing software solutions in accordance in required specifications and milestones at an advanced level.

Reports To

Project/Technical Manager

Supervises

May assist in supervising Systems/Software Engineers

Main Activities

- Conducting major engineering assignments in collaboration with the Systems/Software Development staff.
- Designing and documenting software to meet requirements.
- Analysing, testing and debugging software.
- Implementing software modules in accordance to development plan.
- Integrating software onto host hardware platform.
- Planning, documenting and executing software.

Key Skills

- Programming skills
- Good communication skills
- Knowledge of computer architecture
- Ability to work to tight deadlines

Internal Contacts

Engineering, Project Management, Principal Software Engineer

External Contacts

Major Customers, Suppliers, Government Departments

Typical Experience

Between 5-7 years of relevant experience in aspects of Software Development. Electrical Engineering degree or equivalent

POSITION DESCRIPTION

Position Title: Systems/Software Engineer (3-4 years)
Position Code: 1700
Career Level: 2

Responsible for

Designing and implementing software solutions in accordance to required specifications and milestones at an intermediate level.

Reports To

Project/Technical Manager, Team Leader

Supervises

No supervisory responsibilities

Main Activities

- Conducting major engineering assignments in collaboration with the systems/software development staff.
- Designing and documenting software to meet requirements.
- Analysing, testing and debugging software.
- Implementing software modules in accordance to development plan.
- Integrating software onto host hardware platform.
- Planning, documenting and executing software.

Key Skills

- Programming skills
- Good communication skills
- Knowledge of computer architecture
- Ability to work to tight deadlines and with limited supervision.

Internal Contacts

Engineering, Project Management and Principal Software Engineer

External Contacts

Major Customers, Suppliers, Government Departments

Typical Experience

Between 3-4 years relevant experience in aspects of software development. Degree in Computer Science, Electrical Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Systems/Software Engineer (1-2 years)
Position Code: 1800
Career Level: 2

Responsible for
Designing and implementing software solutions in accordance to required specifications and milestones.

Reports To
Project Manager/Team Leader

Supervises
No supervisory responsibilities

Main Activities

- Conducting major engineering assignments in collaboration with the Systems/Software Development staff.
- Designing and documenting software to meet requirements.
- Analysing, testing and debugging software.
- Implementing software modules in accordance to development plan.
- Integrating software onto host hardware platform.
- Planning, documenting and executing software.

Key Skills

- Programming skills
- Good communication skills
- Knowledge of computer architecture
- Ability to work to tight deadlines and with limited supervision

Internal Contacts
Engineering, Project Management, Principal Software Engineer

External Contacts
Major Customers, Suppliers, Government Departments

Typical Experience
Between 1-2 years of relevant experience in aspects of Software Development and at least a year as a graduate engineer. Degree in Computer Science, Electrical Engineering or equivalent

POSITION DESCRIPTION

Position Title: Graduate Systems/Software Engineer
Position Code: 1900
Career Level: 1

Responsible for

Assisting in developing and testing software modules, which are pre-defined by a supervisor and controlled via work authorities.

Reports To

Project/Technical Manager

Supervises

No supervisory responsibilities

Main Activities

- Conducting minor engineering assignments with close supervision by Systems/Software staff.
- Assisting in the development, debugging and modification of software modules.
- Producing manufacturing documentation packages or modifying existing manufacturing documentation packages.
- Preparing and presenting basic technical reports.

Key Skills

- Good communication skills
- Ability to demonstrate knowledge and competence in technical area
- Ability to analyse and solve problems creatively
- An inquiring mind. Good knowledge of theory in relation to task to be performed
- Ability to work to tight deadlines under supervision

Internal Contacts

Engineering, Project Management, Principal Software Engineer

External Contacts

Major Customers, Suppliers, Government Departments

Typical Experience

Degree in Computer Science, Engineering (Electrical) or equivalent

POSITION DESCRIPTION

Position Title: Senior Electrical Engineer (5-8 years)
Position Code: 1675
Career Level: 4

Responsible for
Planning and conducting Engineering projects of a complex nature in order to meet requirements.

Reports To
Principal or above.

Supervises
Engineers and Graduate Engineers. May have additional professional and non-professional staff supervisory responsibilities.

Main Activities

- Assuming responsibility for management of small, medium and possibly large scale projects. This will include: cost estimates, tender submissions, technical documentation, project scheduling and meeting deadlines and budgets.
- Applying a deeper understanding of Engineering principles to devise and deliver practical and economical solutions to problems.
- Planning and resourcing projects.
- Assisting in the management and training of staff including selection and remuneration.
- Assisting in the management and training of staff including selection and remuneration.

Key Skills

- Ability to interpret and communicate information of a more complex nature.
- Proven project management skills
- High level of skill in investigation, problem solving and fault finding of control systems, in an environment requiring proactive approaches with little initial direction from management.

Internal Contacts
Engineers at all levels, other work units, Management.

External Contacts

Typical Experience
5 - 8 years professional experience coupled with a Degree in Engineering,

POSITION DESCRIPTION

Position Title: Electrical Engineer (1-4 years)
Position Code: 1875
Career Level: 3

Responsible for

Developing, testing, documenting and maintaining mechanical products and systems at an intermediate level.

Reports To

Project/Technical Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Assuming responsibility for the results of simple projects or sections of projects.
- Using a combination of standard and modified Engineering methods/techniques in addition to those developed in previous assignments for the purposes of solving problems.
- Assisting more senior Engineers with the analysis of information, production of designs and computations.
- Preparing specifications, proposals and other documentation under broad supervision.
- Participating in planning to achieve prescribed objectives.

Key Skills

- Problem solving/analytical skills.
- Good communication skills (both verbal and written).
- Ability to independently use basic theoretical knowledge of Engineering principles to analyse, interpret and conclude on standard matters or decisions.

Internal Contacts

Engineering, Project Management, Principal Electrical Engineer.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

1 - 4 years relevant professional experience coupled with a Degree in Engineering

POSITION DESCRIPTION

Position Title: Graduate Electrical Engineer
Position Code: 1975
Career Level: 1

Responsible for

Gaining appropriate skills and technical/managerial experience in planning, tendering, design, formulation of maintenance standards and project management requirements for electrical equipment.

Reports To

Project/Technical Manager

Supervises

No supervisory responsibilities.

Main Activities

- Conducting minor electrical engineering assignments with close supervision.
- Assisting in the development and modification of electrical systems.
- Audit manufacturing/maintenance procedures at suppliers premises to effect adherence to specifications and standards.
- Preparing and presenting basic technical reports.
- Assist in conducting in-field trials and commissioning to evaluate equipment performance.

Key Skills

- Good communication skills.
- Ability to demonstrate knowledge and competence in technical area.
- Ability to analyse and solve problems creatively.
- An inquiring mind. Good knowledge of theory in relation to task to be performed.
- Ability to work to tight deadlines under supervision.

Internal Contacts

Engineering, Project Management, Principal Electrical Engineer.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

Degree in Engineering (Electrical) or equivalent.



POSITION DESCRIPTION

Position Title: Senior Mechanical Engineer (5-8 years)
Position Code: 1625
Career Level: 4

Responsible for
 Planning and conducting Engineering projects of a complex nature in order to meet requirements.

Reports To
 Principal or above.

Supervises
 Engineers and Graduate Engineers. May have additional professional and non-professional staff supervisory responsibilities.

Main Activities

- Assuming responsibility for management of small, medium and possibly large scale projects. This will include: cost estimates, tender submissions, technical documentation, project scheduling and meeting deadlines and budgets.
- Applying a deeper understanding of Engineering principles to devise and deliver practical and economical solutions to problems.
- Planning and resourcing projects.
- Assisting in the management and training of staff including selection and remuneration.
- Assisting in the management and training of staff including selection and remuneration.

Key Skills

- Ability to interpret and communicate information of a more complex nature.
- Proven project management skills
- High level of skill in investigation, problem solving and fault finding of control systems, in an environment requiring proactive approaches with little initial direction from management.

Internal Contacts
 Engineers at all levels, other work units, Management.

External Contacts

Typical Experience
 5 - 8 years professional experience coupled with a Degree in Engineering,

POSITION DESCRIPTION

Position Title: Mechanical Engineer (1-4 years)
Position Code: 1825
Career Level: 3

Responsible for

Developing, testing, documenting and maintaining mechanical products and systems at an intermediate level.

Reports To

Project/Technical Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Assuming responsibility for the results of simple projects or sections of projects.
- Using a combination of standard and modified Engineering methods/techniques in addition to those developed in previous assignments for the purposes of solving problems.
- Assisting more senior Engineers with the analysis of information, production of designs and computations.
- Preparing specifications, proposals and other documentation under broad supervision.
- Participating in planning to achieve prescribed objectives.

Key Skills

- Problem solving/analytical skills.
- Good communication skills (both verbal and written).
- Ability to independently use basic theoretical knowledge of Engineering principles to analyse, interpret and conclude on standard matters or decisions.

Internal Contacts

Engineering, Project Management, Principal Mechanical Engineer.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

1 - 4 years relevant professional experience coupled with a Degree in Engineering

POSITION DESCRIPTION

Position Title: Graduate Mechanical Engineer
Position Code: 1925
Career Level: 1

Responsible for

Gaining appropriate skills and technical/managerial experience in planning, tendering, design, formulation of maintenance standards and project management requirements for mechanical equipment.

Reports To

Project/Technical Manager

Supervises

No supervisory responsibilities.

Main Activities

- Conducting minor mechanical engineering assignments with close supervision.
- Assisting in the development and modification of mechanical systems.
- Audit manufacturing/maintenance procedures at suppliers premises to effect adherence to specifications and standards.
- Preparing and presenting basic technical reports.
- Assist in conducting in-field trials and commissioning to evaluate equipment performance.

Key Skills

- Good communication skills.
- Ability to demonstrate knowledge and competence in technical area.
- Ability to analyse and solve problems creatively.
- An inquiring mind. Good knowledge of theory in relation to task to be performed.
- Ability to work to tight deadlines under supervision.

Internal Contacts

Engineering, Project Management, Principal Mechanical Engineer.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

Degree in Engineering (Mechanical) or equivalent.

POSITION DESCRIPTION

Position Title: Senior Aeronautical/Structural Engineer (7-8 years)
Position Code: 4050
Career Level: 4

Responsible for

Planning and conducting engineering projects concerned with the design, development, maintenance and modification of aircraft and components.

Reports To

Engineering Manager.

Supervises

May assist in supervising Engineers.

Main Activities

- Designing aircraft, aircraft components and support equipment.
- Testing, evaluating and solving problems in a laboratory environment or under flight conditions to ensure designs are capable of meeting operational standards.
- Identifying and designing necessary modifications, maintenance and repairs that may be required and ensuring aircraft components meet safety standards.
- Conducting stress and damage tolerance analysis on frames.
- Supervising select operations in the 'back shops' such as airframe assembly, engine installation, maintenance and modifications.
- Liaising with manufacturers and vendors regarding discrepancies.
- Conducting research into aeronautical/structural engineering issues and consulting with other engineers.

Key Skills

- Good communication skills.
- Strong knowledge of aeronautical and defence mission systems.
- Ability to analyse and solve problems creatively.
- Ability to work to tight deadlines and manage multiple tasks.

Internal Contacts

Engineers, Project Managers, Maintenance Staff.

External Contacts

Major Customers, Suppliers, Government Departments, Manufacturers.

Typical Experience

7 or more years relevant experience in aspects of Aeronautical/Structural Engineering combined with an Engineering degree or equivalent.

POSITION DESCRIPTION

Position Title: Senior Aeronautical/Structural Engineer (5-6 years)
Position Code: 4060
Career Level: 3

Responsible for

Planning and conducting engineering projects concerned with the design, development, maintenance and modification of aircraft and components.

Reports To

Engineering Manager.

Supervises

May assist in supervising Engineers.

Main Activities

- Designing aircraft, aircraft components and support equipment.
- Testing, evaluating and solving problems in a laboratory environment or under flight conditions to ensure designs are capable of meeting operational standards.
- Identifying and designing necessary modifications, maintenance and repairs that may be required and ensuring aircraft components meet safety standards.
- Conducting stress and damage tolerance analysis on frames.
- Supervising select operations in the 'back shops' such as airframe assembly, engine installation, maintenance and modifications.
- Liaising with manufacturers and vendors regarding discrepancies.
- Conducting research into aeronautical/structural engineering issues and consulting with other engineers.

Key Skills

- Good communication skills.
- Strong knowledge of aeronautical and defence mission systems.
- Ability to analyse and solve problems creatively.
- Ability to work to tight deadlines and manage multiple tasks.

Internal Contacts

Engineers, Project Managers, Maintenance Staff.

External Contacts

Major Customers, Suppliers, Government Departments, Manufacturers.

Typical Experience

5-6 years relevant experience in aspects of Aeronautical/Structural Engineering combined with an Engineering degree or equivalent.

POSITION DESCRIPTION

Position Title: Aeronautical/Structural Engineer (3-4 years)
Position Code: 4070
Career Level: 2

Responsible for

Assisting in the planning and coordination of engineering projects concerned with the design, development, maintenance and modification of aircraft and components.

Reports To

Engineering Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Producing designs for aircraft, aircraft components and support equipment.
- Testing, evaluating and solving problems in a laboratory environment or under flight conditions to ensure designs are capable of meeting operational standards.
- Identifying and designing necessary modifications, maintenance and repairs that may be required and ensuring aircraft components meet safety standards.
- Conducting stress and damage tolerance analysis on frames.
- Assisting select operations in the 'back shops' such as airframe assembly, engine installation, maintenance and modifications.
- Liaising with manufacturers and vendors regarding discrepancies.
- Conducting research into aeronautical/structural engineering issues and consulting with other engineers.

Key Skills

- Good communication skills.
- Knowledge of aeronautical and defence mission systems.
- Ability to analyse and solve problems creatively.
- Ability to work to tight deadlines under limited supervision.

Internal Contacts

Engineers, Project Managers, Maintenance Staff.

External Contacts

Major Customers, Suppliers, Government Departments, Manufacturers.

Typical Experience

3-4 years relevant experience in aspects of Aeronautical/Structural Engineering combined with an Engineering degree or equivalent.

POSITION DESCRIPTION

Position Title: Aeronautical/Structural Engineer (1-2 years)
Position Code: 4080
Career Level: 2

Responsible for

Participating in engineering projects concerned with the design, development, maintenance and modification of aircraft and components.

Reports To

Engineering Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Producing designs for aircraft, aircraft components and support equipment.
- Testing, evaluating and solving problems in a laboratory environment or under flight conditions to ensure designs are capable of meeting operational standards.
- Assisting with the identification and design of necessary modifications, maintenance and repairs that may be required and ensuring aircraft components meet safety standards.
- Conducting stress and damage tolerance analysis on frames under supervision.
- Assisting select operations in the 'back shops' such as airframe assembly, engine installation, maintenance and modifications.
- Liaising with manufacturers and vendors regarding discrepancies.
- Conducting research into aeronautical/structural engineering issues and consulting with other engineers.

Key Skills

- Good communication skills.
- Ability to demonstrate knowledge and competence in technical areas.
- Ability to analyse and solve problems creatively.
- An inquiring mind. Good knowledge of theory in relation to tasks to be performed.
- Ability to work tight deadlines under supervision.

Internal Contacts

Engineers, Project Managers, Maintenance Staff.

External Contacts

Major Customers, Suppliers, Government Departments, Manufacturers.

Typical Experience

1-2 years relevant experience in aspects of Aeronautical/Structural Engineering combined with an Engineering degree or equivalent.

POSITION DESCRIPTION

Position Title: Graduate Aeronautical/Structural Engineer
Position Code: 4090
Career Level: 1

Responsible for

Undertaking various engineering projects of limited scope concerned with the design, development, maintenance and modification of aircraft and components.

Reports To

Engineering Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Conducting minor engineering assignments under close supervision concerning designs for aircraft, aircraft components and support equipment.
- Assisting in the testing, evaluation and solution of problems in a laboratory environment or under flight conditions to ensure designs are capable of meeting operational standards.
- Participating in stress and damage tolerance analysis on frames under strict supervision.
- Preparing and presenting basic technical reports.
- Researching aeronautical/structural engineering issues and consulting with other engineers.

Key Skills

- Good communication skills.
- Ability to demonstrate knowledge and competence in technical areas.
- Ability to analyse and solve problems creatively.
- An inquiring mind. Good knowledge of theory in relation to tasks to be performed.
- Ability to work tight deadlines under supervision.

Internal Contacts

Engineers, Project Managers, Maintenance Staff.

External Contacts

Suppliers, Government Departments, Manufacturers.

Typical Experience

Degree in Aeronautical/Structural Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Senior Avionics Engineer (7-8 years)
Position Code: 6050
Career Level: 4

Responsible for

Planning and conducting engineering projects concerned with the design and integration of avionics systems in accordance with required specifications.

Reports To

Engineering Manager.

Supervises

May assist in supervising Engineers.

Main Activities

- Designing and integrating avionics systems ensuring they meet required specifications.
- Evaluating technical drawings and documentation as well as solving problems in a laboratory environment or under flight conditions to ensure avionics systems are capable of meeting operational standards.
- Identifying and designing necessary modifications, maintenance and repairs that may be required and ensuring avionics components meet safety standards.
- Integrating avionics systems onto host hardware platforms.
- Conducting research into avionics engineering and consulting with other engineers.

Key Skills

- Strong verbal and written communication skills.
- Knowledge of avionics systems architecture and defence mission systems.
- Ability to work to tight deadlines.
- Advanced organisational and administrative skills.

Internal Contacts

Engineers, Project Managers.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

7 or more years of relevant experience in aspects of Avionics Systems Development combined with an Engineering degree or equivalent.

POSITION DESCRIPTION

Position Title: Senior Avionics Engineer (5-6 years)
Position Code: 6060
Career Level: 3

Responsible for

Planning and conducting engineering projects concerned with the design and integration of avionics systems in accordance with required specifications.

Reports To

Engineering Manager.

Supervises

May assist in supervising Engineers.

Main Activities

- Designing and integrating avionics systems ensuring they meet required specifications.
- Evaluating technical drawings and documentation as well as solving problems in a laboratory environment or under flight conditions to ensure avionics systems are capable of meeting operational standards.
- Identifying and designing necessary modifications, maintenance and repairs that may be required and ensuring avionics components meet safety standards.
- Integrating avionics systems onto host hardware platforms.
- Conducting research into avionics engineering and consulting with other engineers.

Key Skills

- Strong verbal and written communication skills.
- Knowledge of avionics systems architecture and defence mission systems.
- Ability to work to tight deadlines.
- Advanced organisational and administrative skills.

Internal Contacts

Engineers, Project Managers.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

5-6 years of relevant experience in aspects of Avionics Systems Development combined with an Engineering degree or equivalent.

POSITION DESCRIPTION

Position Title: Avionics Engineer (3-4 years)
Position Code: 6070
Career Level: 2

Responsible for

Assisting with the planning and coordination of engineering projects concerned with the design and integration of avionics systems in accordance with required specifications.

Reports To

Engineering Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Designing and integrating avionics systems ensuring they meet required specifications.
- Evaluating technical drawings and documentation as well as solving problems in a laboratory environment or under flight conditions to ensure avionics systems are capable of meeting operational standards.
- Identifying and designing necessary modifications, maintenance and repairs that may be required and ensuring avionics components meet safety standards.
- Integrating avionics systems onto host hardware platforms.
- Conducting research into avionics engineering and consulting with other engineers.

Key Skills

- Strong verbal and written communication skills.
- Knowledge of avionics systems architecture and defence mission systems.
- Ability to work to tight deadlines under limited supervision.
- Sound organisational and administrative skills.

Internal Contacts

Engineers, Project Managers.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

3-4 years relevant experience in aspects of Avionics Systems Development combined with a degree in Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Avionics Engineer (1-2 years)
Position Code: 6080
Career Level: 2

Responsible for

Participating in engineering projects concerned with the design and integration of avionics systems in accordance with required specifications.

Reports To

Engineering Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Participating in the design and integration of avionics systems ensuring they meet required specifications.
- Evaluating technical drawings and documentation as well as solving problems in a laboratory environment or under flight conditions to ensure avionics systems are capable of meeting operational standards.
- Assisting with the identification and design of necessary modifications, maintenance and repairs that may be required and ensuring avionics components meet safety standards.
- Integrating avionics systems onto host hardware platforms under supervision.
- Conducting research into avionics engineering and consulting with other engineers.

Key Skills

- Good communication skills.
- Knowledge of avionics systems architecture and defence mission systems.
- Ability to work to tight deadlines under limited supervision.
- Sound organisational and administrative skills.

Internal Contacts

Engineers, Project Managers.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

1-2 years of relevant experience in aspects of Avionics Systems Development and a degree in Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Graduate Avionics Engineer
Position Code: 6090
Career Level: 1

Responsible for

Assisting in developing and testing avionics systems, which are pre-defined by a Team Leader and controlled via work authorities.

Reports To

Engineering Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Participating in engineering assignments under close supervision.
- Assisting in the development, debugging and modification of systems.
- Producing manufacturing documentation packages or modifying existing manufacturing documentation packages.
- Preparing and presenting basic technical reports.
- Conducting research into avionics engineering and consulting with other engineers.

Key Skills

- Good communication skills.
- Ability to demonstrate knowledge and competence in technical areas.
- Analytical and problem solving skills.
- An inquiring mind. Good knowledge of theory in relation to tasks to be performed.
- Ability to work to tight deadlines under supervision.

Internal Contacts

Engineers, Project Managers.

External Contacts

Major Customers, Suppliers, Government Departments.

Typical Experience

Degree in a relevant Engineering discipline or equivalent.

POSITION DESCRIPTION

Position Title: Senior Hardware "Guru"
Position Code: 1250
Career Level: 5

Responsible for

Providing specialised, senior level technical support and advice on the product, usually internally but often by assisting customers with specific products.

Reports To

Department/Branch Manager.

Supervises

May assist/supervise a small team of Senior Hardware Engineers and Hardware Engineers.

Main Activities

- Facilitating the development of specialised hardware solutions using "leading edge" technologies.
- Appraising, reporting on and assisting the development of new technologies and products and making recommendations on the acquisition of advanced technology. Gaining organisational commitment and initiating/participating in projects which evaluate technologies and methods.
- Providing specialised input to various and diverse projects and may be assigned to projects using new technologies.
- Developing software development programs and related production schedules and budgets.
- Providing an effective resource for management undertaking new projects, such as in submitting proposals.
- Advising Project Managers on the impact of their various projects on the total system.
- Identifying and investigating opportunities to use technologies in providing cost effective and flexible solutions.
- Assisting in staff supervision and training in hardware development.

Key Skills

- Expert skills in many development areas.
- Strategic planning, research and development, and project management skills.
- Project planning and specification skills, together with problem solving and analysis. The latter based on specific industry knowledge.

Internal Contacts

Marketing Manager, Project Manager, Development Specialists, Product Specialists, Management.

External Contacts

Customers, various Specialist Consultants and Peripheral Suppliers.

Typical Experience

At least 15 years experience in Hardware Development and Computing. Often job holders are at PHD level.

POSITION DESCRIPTION

Position Title: Senior Hardware Consultant
Position Code: 1350
Career Level: 4

Responsible for

Providing specialised, senior level technical support and advice on the product, usually internally but often by assisting customers with specific products.

Reports To

Department/Branch Manager

Supervises

No supervisory responsibilities

Main Activities

- Facilitating the development of specialised hardware solutions using "leading edge" technologies.
- Appraising, reporting on and assisting the development of new technologies and products and making recommendations on the acquisition of advanced technology.
- Providing specialised input to various and diverse projects and may be assigned to projects using new technologies.
- Developing software development programs and related production schedules and budgets.
- Providing an effective resource for management undertaking new projects, such as in submitting proposals.
- Advising Project Managers on the impact of their various projects on the total system.

Key Skills

- Expert skills in many development areas.
- Project planning skills, together with problem solving and analysis.

Internal Contacts

Marketing Manager, Project Manager, Development Specialists, Product Specialists.

External Contacts

Customers, various Specialist Consultants and Peripheral Suppliers.

Typical Experience

At least 10 years experience in Hardware Development and Computing. Often job holders are at PHD level.

Other Comments

Alternative Title: Senior Project Engineer.

POSITION DESCRIPTION

Position Title: Hardware Consultant
Position Code: 1450
Career Level: 3

Responsible for

Providing specialised, technical support and advice on the product usually internally but often in assisting customers with specific products

Reports To

Department Branch Manager

Supervises

No supervisory responsibilities

Main Activities

- Facilitating the development of specialised hardware solutions using "leading edge" technologies.
- Appraising, reporting on and assisting the development of new technologies and products and making recommendations on the acquisition of advanced technology.
- Providing specialised input to various and diverse projects and may be assigned to projects using new technologies.
- Developing Systems Development programs and related production schedules and budgets.
- Providing an effective resource for management in undertaking new projects or in submitting proposals
- Advising Project Managers on the impact of their various projects on the total system

Key Skills

- Expert skills in many development areas

Internal Contacts

Marketing Manager, Project Manager, Development Specialists and Product Specialists

External Contacts

Customers, various Specialist Consultants and Peripheral Suppliers

Typical Experience

At least 5 years experience in Hardware Development. Often job holders are at PHD level. More than 5 years after gaining qualifications.

Other Comments

Alternative Title: Project Engineer

POSITION DESCRIPTION

Position Title: Senior Hardware Engineer (7-8 years)
Position Code: 1550
Career Level: 4

Responsible for

Designing, developing, testing, documenting and maintaining hardware products and systems at a most senior level.

Reports To

Project/Technical Manager

Supervises

May assist in supervising Hardware Engineers

Main Activities

- Developing new module designs and components.
- Analysing, modifying and correcting existing hardware
- Participating in the development of project plans, specifications and schedules
- Developing and verifying designs and specifying equipment requirements
- Managing the testing process and documenting results.
- Delivering solutions on time and to specification.
- Providing engineering advice to management and other areas of the business.
- Researching, analysing and reporting on new and existing designs.

Key Skills

- Ability to demonstrate knowledge and competence in technical area.
- Excellent communication skills
- Ability to solve problems and make decision effectively and efficiently.
- Ability to work to tight deadlines and with limited supervision.
- Ability to produce concise and detailed written documentation.
- Ability to provide technical guidance and leadership.

Internal Contacts

Project Management Team and Hardware and Software Engineers.

External Contacts

Major Customers, Suppliers, Government Departments, Contractors and Research Organisations.

Typical Experience

At least 7 years of relevant experience in aspects of Hardware Development. Tertiary qualifications in Mechanical Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Senior Hardware Engineer (5-6 years)
Position Code: 1650
Career Level: 3

Responsible for
Designing, developing, testing, documenting and maintaining hardware products and systems at a most senior level.

Reports To
Project/Technical Manager, Team Leader

Supervises
May assist in supervising Hardware Engineers.

Main Activities

- Developing new module designs and components.
- Analysing, modifying and correcting existing hardware.
- Participating in the development of project plans, specifications and schedules.
- Developing and verifying designs and specifying equipment requirements.
- Managing the testing process and documenting results.
- Delivering solutions on time and to specification.
- Researching, analysing and reporting on new and existing designs.

Key Skills

- Thorough understanding and ability in technical area.
- Good communication skills.
- Ability to solve problems and make decision effectively and efficiently.
- Ability to work to tight deadlines and with limited supervision.
- Ability to produce concise and detailed written documentation.
- Ability to provide technical guidance and leadership.

Internal Contacts
Project Management Team and Hardware and Software Engineers.

External Contacts
Major Customers, Suppliers, Government Departments, Contractors and Research Organisations.

Typical Experience
Between 5-7 years' relevant experience in aspects of hardware development. Tertiary qualifications in Mechanical Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Hardware Engineer (3-4 years)
Position Code: 1750
Career Level: 2

Responsible for
Developing, testing, documenting and maintaining hardware products and systems at an intermediate level.

Reports To
Project/Technical Manager, Team Leader.

Supervises
No supervisory responsibilities.

Main Activities

- Analysing, modifying and correct existing hardware.
- Developing new module designs and components.
- Participating in the development of project plans, specifications and schedules.
- Developing and verifying designs and specifying equipment requirements.
- Testing and documenting results.
- Delivering solutions on time and to specification.

Key Skills

- Able to demonstrate knowledge and ability in technical area.
- Good communication skills.
- Able to analyse and solve problems creatively.
- Ability to work to tight deadlines.
- Ability to produce reports in a timely and accurate manner.

Internal Contacts
Project Management Team and Hardware Engineers.

External Contacts
Customers, Suppliers, Government Departments.

Typical Experience
Between 3-4 years' relevant experience in aspects of hardware development. Coupled with a degree in Mechanical Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Hardware Engineer (1-2 years)
Position Code: 1850
Career Level: 2

Responsible for
Developing, testing, documenting and maintaining hardware products and systems.

Reports To
Project/Technical Manager, Team Leader

Supervises
No supervisory responsibilities

Main Activities

- Analysing, modifying and correct existing hardware
- Developing new module designs and components.
- Participating in the development of project plans, specifications and schedules
- Developing and verifying designs and specifying equipment requirements
- Testing and documenting results.
- Delivering solutions on time and to specification

Key Skills

- Able to demonstrate knowledge and ability in technical area
- Good communication skills
- Able to analyse and solve problems creatively
- Ability to work to tight deadlines and with limited supervision
- Ability to produce reports in a timely and accurate manner.

Internal Contacts
Project Management Team and Hardware Engineers.

External Contacts
Customers, Suppliers, Government Departments.

Typical Experience
Between 1-2 years' relevant experience in aspects of hardware development and at least a year as a graduate engineer. Coupled with a degree in Mechanical Engineering or equivalent

POSITION DESCRIPTION

Position Title: Graduate Hardware Engineer
Position Code: 1950
Career Level: 1

Responsible for

Assisting in developing and testing hardware modules. These modules are pre-defined by a supervisor and controlled via work authorities.

Reports To

Project/Technical Manager, Team Leader.

Supervises

No supervisory responsibilities

Main Activities

- Assisting in the development, debugging and modification of existing Hardware modules
- Producing manufacturing documentation packages or modifying existing manufacturing documentation packages
- Preparing and presenting basic technical reports

Key Skills

- Able to demonstrate knowledge and ability in technical area
- Good communication skills
- Able to analyse and solve problems creatively
- An inquiring mind. Good knowledge of theory in relation to task to be performed
- Ability to work to tight deadlines and with limited supervision in a team environment

Internal Contacts

Project Management Team and Hardware Engineers.

External Contacts

Customers, Suppliers, Government Departments.

Typical Experience

Degree in Engineering (Mechanical) or equivalent

POSITION DESCRIPTION

Position Title: Quality Assurance Manager
Position Code: 2260
Career Level: 5

Responsible for
Planning, designing, implementing and maintaining a quality management system that complies with local and international standards.

Reports To
Research Director, Divisional Manager

Supervises
A team of Professional and Senior Technical staff. Quality Assurance Engineers and Quality System Auditors

Main Activities

- Ensuring that all completed work is checked for technical accuracy and adequacy, and design flaws
- Testing different parts of designed system for effectiveness
- Establishing a Quality Assurance program that ensures regular quality control checks of all products through various stages of production
- Advising on Engineering/Technical problems when necessary
- Modifying established technical procedures, devising new procedures and drawing conclusions from complicated situations
- Investigating customer complaints and often visiting their premises for on-site analysis and rectification. Influencing steps to rectify identified faults
- Reviewing and updating the quality system regularly in order to maintain and improve its effectiveness. Ensuring that adequate training programs are in place for internal staff.

Key Skills

- Familiarity with all appropriate Defence Department requirements
- Sound technical background
- Strong interpersonal skills

Internal Contacts
Senior Management across all functions

External Contacts
Customers, Suppliers, External Quality Assessors (AQA, BSI)

Typical Experience
Degree or Tertiary level diploma in relevant discipline (Engineering/Computing) . Extensive experience (over ten years) in the industry, including experience in Quality Control

POSITION DESCRIPTION

Position Title: Quality Assurance Engineer
Position Code: 2130
Career Level: 3

Responsible for
Planning, designing, implementing and maintaining a quality management system that complies with local and international standards.

Reports To
Research Director, Divisional Manager/Quality Assurance Manager

Supervises
No supervisory responsibilities

Main Activities

- Reviewing completed work for technical accuracy and adequacy, and design flaws. Testing different parts of designed system for effectiveness.
- Modifying established technical procedures, devising new procedures and drawing conclusions from complicated situations.
- Advising on engineering/technical problems if necessary

Key Skills

- Familiarity with all appropriate Defence Department requirements
- Proven negotiation and interpersonal skills
- Strong documentation skills

Internal Contacts
Project Managers, Test Engineer and Purchasing/Materials staff

External Contacts
Purchasing/Materials Staff, Suppliers

Typical Experience

Degree or Tertiary level diploma in relevant discipline (Engineering/Computing). At least 3 years of Quality Assurance Engineering experience in the Defence environment, coupled with statistical process control experience

POSITION DESCRIPTION

Position Title: Senior Technical Support Officer
Position Code: 2150
Career Level: 3

Responsible for
Supporting a project team by taking care of routine technical aspects and services.

Reports To
A Technical Supervisor, or Project Manager

Supervises
No supervisory responsibilities

Main Activities

- Assembling, operating and/or maintaining various equipment and instrumentation.
- Assisting with setting up and conducting research studies and field trials.
- Assessing the need for modifications to technical processes and items of machinery.
- Maintaining optimum stocks of materials and spare parts.
- Maintaining technical reports and literature.
- Providing technical information and advice.

Key Skills

- Ability to make independent decisions
- Strong technical knowledge

Internal Contacts
Systems/Software Engineering Staff

External Contacts
Equipment Suppliers

Typical Experience
Technical diploma coupled with 5+ years experience

POSITION DESCRIPTION

Position Title: Technical Support Officer
Position Code: 2160
Career Level: 2

Responsible for
Supporting a project team by taking care of routine technical aspects and services

Reports To
A Technical Supervisor, or Project Manager

Supervises
No supervisory responsibilities

Main Activities

- Assembling, operating and/or maintaining various equipment and instrumentation
- Assisting with setting up and conducting research studies and field trials
- Assessing the need for modifications to technical processes and items of machinery
- Maintaining optimum stocks of materials and spare parts
- Maintaining technical reports and literature
- Providing technical information and advice

Key Skills

- Ability to make independent decisions
- Good technical knowledge

Internal Contacts
Systems/Software Engineering Staff

External Contacts
Equipment Suppliers

Typical Experience
Technical diploma

POSITION DESCRIPTION

Position Title: Technical Writer
Position Code: 2270
Career Level: 3

Responsible for

Writing and revising information about company products using software tools and system components. Typically including such items as manuals, help systems, on-line tutorials, installation guides and quick reference guides presented in any media.

Reports To

Project Manager/Project Services Manager

Supervises

No supervisory responsibilities

Main Activities

- Editing contributions provided by product specialist to produce unified and consistent support documents.
- Analysing schematic diagrams and engineering drawings and liaising with Engineers to produce technical manuals.
- Ensuring that contractual requirements for technical documentation are met.
- Working on tasks of moderate scope and technical complexity.

Key Skills

- Working knowledge of Electronics/Systems
- PC/Desktop publishing skills
- Organisational/Administrative skills
- An ability to write in an easily understandable manner.

Internal Contacts

Project Teams

External Contacts

Minimal external contacts

Typical Experience

Engineering/Technical qualifications, with at least 1-2 years of experience

POSITION DESCRIPTION

Position Title: Senior Project Officer - Configuration Management
Position Code: 3510
Career Level: 3

Responsible for

Implementing and maintaining the configuration management system, incorporating the development and maintenance of plans and procedures as they relate to the configuration management of software and documentation.

Reports To

Manager - Project Controls

Supervises

No supervisory responsibilities

Main Activities

- Attending and providing input to the policy making meetings.
- Providing a central interface between company and customer and directing on all configuration management issues.
- Allocating identifiers to software and documentation
- Informing staff about the procedures to be used for submitting change requests and updating computer software and documentation.
- Maintaining configuration management status databases.
- Preparing and issuing change status reports in accordance with the Configuration Management Plans and procedures. Preparing status information required for undertaking audits (quality or customer)
- Coordinating the production and distribution of project or corporate documentation, including contract deliverables.
- Assisting in Customer audits of the software or furnished information, as required.
- Assisting Quality Assurance in undertaking quality audits of configuration management procedures and practices.
- Coordinating the release of software which has been approved for change

Key Skills

- Knowledge of configuration management systems and familiarity with MIL-STD and DOD-STD.

Internal Contacts

Chief Systems Engineer; Manager - Project Controls; Principle Software Engineers

External Contacts

Contractors, Clients.

Typical Experience

Tertiary qualifications with high level knowledge of software processes. At least 3-5 years experience in Configuration Management Systems

POSITION DESCRIPTION

Position Title: Configuration Management Librarian
Position Code: 3520
Career Level: 3

Responsible for

Developing and maintaining plans and procedures as they relate to the configuration management of software and documentation.

Reports To

Project Controls Manager

Supervises

No supervisory responsibilities

Main Activities

- Informing users of the procedures for submitting change request and updating computer software.
- Releasing software that has been approved for change due to either an approved Software Discrepancy Report, Software Change Proposal or Software Change Notice
- Incorporating updated versions of software within the Configuration Management controlled area of the library, in accordance with the stipulated procedures.
- Preparing and issuing change status reports in accordance with the company's Management Plan and Configuration Control Board procedure.
- Preparing, maintaining and distributing an index of the current releases within controlled area and current build versions.
- Preparing status information required for undertaking audits.
- Assisting in customer audits of the software.
- Providing assistance and guidance on Configuration Management tools and practices to Software Development Libraries and Developers.
- Assisting Quality Assurance in undertaking quality audits of Configuration Management procedures and practices.

Key Skills

- Knowledge of Configuration Management Standards
- Computer literacy
- Knowledge of systems such as Rational CMVC, LSEE and VAX CMS

Internal Contacts

Project Staff

External Contacts

Suppliers

Typical Experience

At least 4 years experience in a Software Engineering environment with some Configuration Management experience.

POSITION DESCRIPTION

Position Title: Logistics Engineering Team Leader
Position Code: 2135
Career Level: 4

Responsible for

Leading a group of Logistics Engineers that ensure the efficiency and cost effectiveness of logistics operations by employing life cycle cost modelling, logistics support analysis techniques and prediction simulation.

Reports To

Logistics Manager.

Supervises

Logistics Engineers.

Main Activities

- Providing technical support to assist in the development of products/processes designed to improve and streamline logistics operations.
- Defining and coordinating the required resources for the efficient running of logistics operations.
- Performing maintainability, reliability and availability analysis in accordance with project plans in order to achieve the desired logistics requirement/outcome.
- Negotiating cartage contracts.
- Ensuring the security of stock and assets.
- Implementing Logistics policies and strategies.
- Leading/training a team of Logistics Engineers.
- Regularly reporting on Logistics performance for the purpose of providing input into future budgets.

Key Skills

- Team leadership skills.
- Strong analytical skills.
- Project management skills.
- In depth knowledge of Logistics theory and techniques.
- Proven abilities in cost centre management, negotiation and industrial relations.

Internal Contacts

Logistics Staff at all levels, Sales Management, Finance & Administration Staff, Human Resources Staff.

External Contacts

Clients, Sub-contractors, Suppliers.

Typical Experience

At least 5 years of relevant experience within a logistics environment, coupled with a degree in Logistics Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Logistics Engineer
Position Code: 2140
Career Level: 2

Responsible for

Ensuring the efficiency and cost effectiveness of logistics operations by employing life cycle cost modelling, logistics support analysis techniques and prediction simulation.

Reports To

Logistics Engineering Team Leader, Logistics Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing technical support to assist in the development of products/processes designed to improve and streamline logistics operations.
- Defining and describing the required resources for the efficient running of logistics operations.
- Assisting with the analysis of maintainability, reliability and availability in accordance with project plans in order to achieve the desired logistics requirement/outcome.
- Assisting in the negotiation of cartage contracts.
- Ensuring the security of stock and assets.
- Implementing Logistics policies and strategies.
- Regularly reporting on Logistics performance for the purpose of updating future budgets.

Key Skills

- Analysis skills.
- Developing project management skills.
- Knowledge of Logistics theory and techniques.
- Developing skills in cost centre management, negotiation and industrial relations.

Internal Contacts

Logistics Staff at all levels, Sales Management, Finance & Administration Staff, Human Resources Staff.

External Contacts

Clients, Sub-contractors, Suppliers.

Typical Experience

Typically 2 - 5 years of relevant experience within a logistics environment, coupled with a degree in Logistics Engineering or equivalent.

POSITION DESCRIPTION

Position Title: Logistics Officer
Position Code: 2141
Career Level: 2

Responsible for
Providing efficient and effective tracking, monitoring and reporting of products, stock, equipment and parts.

Reports To
Logistics Manager/Director

Supervises
No supervisory responsibilities.

Main Activities

- Assisting with the coordination of a warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Inputting all stock item movement and tracking data to ensure accurate information on product availability is consistently available on the organisation's product management system.
- Assisting with performing maintainability, reliability and availability analysis in accordance with project plans in order to achieve the desired logistics requirement/outcome.
- Placing orders with overseas suppliers, mainly other organisation subsidiaries, to meet forecast requirements.
- Working within established logistics policies and procedures to optimise handling storage and transport resources.
- Ensuring the security of stock and assets.
- Maintaining effective working relationships with field staff, assisting the coordinators in each location with respect to the requirements for tracking and reporting of parts.
- Ensuring compliance with the organisation's Operating Principles, relevant policy, procedures, and related quality standards, identifying and effectively responding to non-conformances and opportunities for improvement.
- Regularly reporting on Logistics performance against budget.

Key Skills

- Strong communication, analytical and organisational skills.
- Proven abilities in cost centre management and negotiation.
- Customer service focus.

Internal Contacts
Logistics Staff at all levels, Sales Management, Finance & Administration Staff, Human Resources Staff.

External Contacts
Clients, Suppliers, Sub-contractors.

Typical Experience
2 - 5 years of Logistics experience. May have achieved relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Manager - Engineering Control, Test & Integration
Position Code: 3500
Career Level: 5

Responsible for

Managing a team responsible for the Engineering Controls of the development teams and performing the testing and integration of discrete software elements.

Reports To

Project Director

Supervises

Support Engineers

Main Activities

- Establishing Engineering standards and procedures for control and quality. Maintaining and promoting standards.
- Establishing test plans and methodologies.
- Performing unit and module testing on software products produced by the company and by Subcontractors.
- Providing test results, test reports and other feedback to foster further development and promote good development practices.
- Establishing integration plans and methodologies.
- Leading the development of integrated software modules using products produced by the company and by Subcontractors.
- Delivering integrated products to customer.
- Providing feedback into development process to foster good practice.

Key Skills

- Leadership and supervision skills
- Good interpersonal skills
- Business planning skills

Internal Contacts

Project Manager, Product Team Leaders, Project Support

External Contacts

Prime Contractor, Subcontractors

Typical Experience

A degree or Post Graduate study in Computer Science, Information Processing or related topic is considered necessary. A degree or Post Graduate study in Business Administration and over 8 years experience

JOB SECTION: NON TECHNICAL**Cost/Schedule Control:**3400 [Senior Project Officer - Cost/Schedule Control](#)3300 [Project Officer - Cost/Schedule Control](#)**Finance:**1020 [Chief Accountant/Financial Controller](#)1025 [Financial/Management Accountant](#)1030 [Assistant Accountant](#)**Accounts:**3210 [Senior Accounts Officer](#)3220 [Accounts Officer](#)**Human Resources:**1060 [Human Resources Manager \(Generalist\)](#)1065 [Human Resources Officer \(Generalist\)](#)**IT:**7000 [Manager Information Services](#)7460 [Network \(LAN\) Engineer](#)7461 [Systems Administrator](#)7470 [Computer Operator](#)1011 [Desktop/LAN Support Analyst](#)1005 [Helpdesk Operator](#)**Administration:**3260 [Administration Team Leader](#)3265 [Administration Officer](#)**Secretarial:**3410 [Personal Assistant to Chief Executive Officer](#)3415 [Personal Assistant](#)3420 [Receptionist/Telephonist](#)**Other:**2125 [Contracts Administration Manager](#)2120 [Contract Administrator](#)

POSITION DESCRIPTION

Position Title: Senior Project Officer - Cost/Schedule Control
Position Code: 3400
Career Level: 4

Responsible for

Implementing and administering the system, based on the use of control and specialised software tools. Observing the strategies and description/procedures outlined within the cost/schedule control system description plan

Reports To

Project Controls Manager

Supervises

May assist with Project Officer - Cost/Schedule Control

Main Activities

- Developing cost and scheduling policies and procedures to be followed which operate in accordance with the laid down costing/scheduling conventions
- Administering the project directives in terms of laid down objectives
- Generating and issuing reports for management review according to the cost/schedule reporting cycle
- Assisting with the assessment of training required by employees to successfully utilise and understand the importance of cost scheduling, and conducting such training as required
- Assisting in the development of the special project directives for the cost/scheduling plans
- Establishing the cost/schedule reporting cycle and outlining inputs and outputs within the company
- Establishing variance reporting thresholds
- Determining the level of training required by employees to successfully understand the importance of costing/scheduling and assisting in the planning of the work packages

Key Skills

- Sound knowledge of costing/scheduling control systems, variance reporting and analysis of various performance elements
- Detailed understanding of scheduling techniques and schedule impacts on the project, and cost accounts
- Methodical and well-organised
- Effective time management
- Proven planning and administrative skills

Internal Contacts

Project Managers, Account Staff

External Contacts

External Suppliers

Typical Experience

Prior experience should include at least 10 years relevant industry experience (cost/control systems)

POSITION DESCRIPTION

Position Title: Project Officer - Cost/Schedule Control
Position Code: 3300
Career Level: 3

Responsible for

Supporting the implementation and administration of the system based on the use of control and specialised software tools. Observing the strategies and descriptions/procedures outlined within the cost/schedule control system description plan.

Reports To

Senior Project Officer Cost Control/Cost Control Manager

Supervises

No supervisory responsibilities

Main Activities

- Implementing the cost and schedule policies to be followed, in accordance with the laid down costing/scheduling conventions
- Administering the special projects in terms of laid down objectives
- Generating and issuing reports for management review according to the cost/schedule reporting cycle
- Generating variance reports as required
- Assisting with the assessment of the training required by employees to successfully utilise and understand the importance of cost scheduling, and the conduct of such training as required
- Assisting in the planning of work packages
- Ensuring that sufficient lead time for the conversion of unplanned work packages to open work packages is allowed
- Updating and modifying schedules and alerting relevant parties to any perceived cost or schedule blow-outs
- Maintaining the status of cost accounts
- Maintaining a responsibility assignment program

Key Skills

- Ability to utilise costing/scheduling techniques is beneficial though not essential
- Sound computer literacy skills
- Proven planning and administrative skills
- Effective time management
- Methodical and well-organised

Internal Contacts

Project Manager, Accounts staff

External Contacts

External Suppliers

Typical Experience

Previous experience in a defence related project

POSITION DESCRIPTION

Position Title: Chief Accountant/Financial Controller
Position Code: 1020
Career Level: 5

Responsible for

Controlling company/divisional accounting operations to ensure effective reporting and control of funds, import expenditures, assets, etc

Reports To

A National Finance Manager or Divisional General Manager.

Supervises

Accounting staff

Main Activities

- Organising and supervising accounting systems, to ensure timely and accurate production of accounts and reports
- Providing analyses and commentary to accounts and financial reports.
- Compiling and presenting information on costs and contribution by department and product.
- Preparing and submitting statutory returns.
- Guiding general accounting activities, creditors, debtors, etc.
- Collating corporate budgets, and monitoring and reporting on performance.
- Organising credit control.

Key Skills

- Ability to analyse costs contribution trends
- Knowledge of import/export operations and foreign exchange transactions.

Internal Contacts

Divisional Managers, Internal Auditors, Data Processing Manager, Sales and Marketing staff, Legal Officer

External Contacts

External Auditors, Government Officials, Bank Officials, Customers, Suppliers

Typical Experience

Normally professionally qualified (ACA/CPA), with at least 7 - 10 years of sound experience in finance and accounting in a corporate environment. This may include time in manufacturing/distribution.

Other Comments

The role organises and supervises accounting activities to maintain control and accuracy in transactions and reports.

POSITION DESCRIPTION

Position Title: Financial/Management Accountant
Position Code: 1025
Career Level: 3

Responsible for
Supervising the processing, analysis and reporting of financial transactions and information

Reports To
A Chief Accountant, or Financial Controller

Supervises
Accounting Department staff

Main Activities

- Performing financial planning and reporting and providing analyses and commentary to accounts and financial reports
- Maintaining financial accounts and general ledger systems
- Coordinating various budget processes and preparing various management reports, mostly on a monthly, quarterly and annual basis
- Coordinating both financial and management accounts to ensure the maintenance of a common information base
- Preparing and submitting statutory returns
- Supervising payroll and the maintenance of related records
- Determining forward exchange cover on import/export transactions
- Monitoring and reporting on cash flow and liquidity
- Completing special investigations/projects

Internal Contacts
Divisional Managers, Internal Audit, Data Processing Manager, Sales and Marketing staff, Legal Officer

External Contacts
External Auditors, Government Officials, Bank Officials, Customers and Suppliers

Typical Experience
Professionally qualified (ACA or CPA), with at least 4 - 6 years of relevant experience, including general accounting, financial analysis and reports.

POSITION DESCRIPTION

Position Title: Assistant Accountant
Position Code: 1030
Career Level: 2

Responsible for
Processing and analysing financial transactions and information.

Reports To
Chief Accountant or Financial Controller.

Supervises
No supervisory responsibilities.

Main Activities

- Performing activities associated with organisational financial planning and/or management accounting reports.
- Providing analyses and commentary to accounts and financial/management reports.
- Maintaining the financial/management accounts and general ledger systems (at least to trial balance stage) to ensure the maintenance of a common information base.
- Assisting with the participation of various budget processes and assisting with the preparation of various management reports, mostly on a monthly, quarterly and annual basis.
- Assisting in monitoring and reporting on cash flow and liquidity.
- Ensuring requirements relating to both internal financial/management and external regulatory information are catered for by computerised information systems.
- Assisting with the preparation and submission of statutory returns as required.
- Assisting in special investigations/projects concerning a wide-range of commercial accounting issues as required.
- Providing or supervising the clerical activities involved in such activities as reconciling the inter-organisational information required for management reporting purposes.

Key Skills

- Ability to analyse and communicate financial information.
- Sound knowledge of organisational accounting procedures.
- Developing skills within financial/management accounting principles.

Internal Contacts
Divisional Managers, Internal Audit, IT Staff, Sales & Marketing Staff, Legal Staff.

External Contacts
External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience
2 - 4 years of relevant Accounting experience - including exposure to such activities as general accounting, financial analysis and reports, coupled with recognised professional qualifications (or be working towards to the completion).

Other Comments
A Senior Accounts Officer attaining professional qualifications could undertake this role.

POSITION DESCRIPTION

Position Title: Senior Accounts Officer
Position Code: 3210
Career Level: 2

Responsible for

Performing Accounts Payable and/or Accounts Receivable tasks and general Accounting duties of moderate difficulty in relation to depth of analysis and use of judgment.

Reports To

Financial Accountant, Office Manager.

Supervises

May mentor more junior Accounts Officers.

Main Activities

- Processing more complicated functions related to Accounts Payable and/or Accounts Receivable and general Accounting duties, including invoicing, preparation and processing of cheques, payment advice, performing bank reconciliations, compiling debtor statements and statutory returns, performing petty cash reconciliations and preparing related routine documentation and correspondence.
- Making journal or data entries and extracting statistical data and reports from records for analysis.
- Performing month end accounting procedures and producing weekly, fortnightly, monthly and quarterly reports as required.
- Maintaining records of documents processed for ready access and for producing various reports according to operating procedures.
- Preparing debtor lists, contacting clients in order to procure outstanding payments and escalating long standing/delinquent debtors to more senior staff.
- Obtaining authorisation for payment from appropriate personnel, allocating expenditure to the correct budget account and arranging for the drawing of cheques and other forms of payment.
- Calculating the costs of proposed expenditure, wages and standard costs.

Key Skills

- Sound knowledge of organisation's accounting procedures related to work performed.
- Understanding of spreadsheets, data analysis and reconciliation procedures.
- Strong administrative and procedural skills.
- Excellent attention to detail.
- Initiative and integrity.
- Team player.

Internal Contacts

Sales, Marketing, Warehouse & Distribution, Customer Support.

External Contacts

Clients, Debt Collecting Agencies.

Typical Experience

At least 5 years of practical Clerical experience dealing with creditors, debtors and reconciliations. Possible formal qualifications - either a degree, diploma or equivalent.

Other Comments

Alternative Title: Senior Accounts Clerk, Senior Accounts Payable Officer, Senior Accounts Receivable Officer. If the primary focus of this role is Accounts Receivable, employees may be involved in Credit Control activities.

POSITION DESCRIPTION

Position Title: Accounts Officer
Position Code: 3220
Career Level: 2

Responsible for
Processing accounting documents in either accounts receivable, payable or credit control.

Reports To
Financial Accountant, Office Manager.

Supervises
No supervisory responsibilities.

Main Activities

- Processing basic and routine functions related to Accounts Payable and/or Accounts Receivable and general Accounting duties, including invoicing, preparation and processing of cheques, payment advices, performing bank reconciliations, compiling debtor statements and statutory returns, performing petty cash reconciliations and preparing related documentation and correspondence.
- Making journal or data entries and extracting statistical data and reports from records for analysis.
- Assisting with month end accounting procedures and with the production of weekly, fortnightly, monthly and quarterly reports as required.
- Maintaining records of documents processed for ready access and producing various reports according to operating procedures.
- Preparing debtor lists, contacting clients in order to procure outstanding payments and escalating long standing/delinquent debtors to more Senior staff.
- Obtaining authorisation for payment from appropriate personnel, allocating expenditure to the correct budget account and arranging for the drawing of cheques and other forms of payment.
- Assisting in calculating the costs of proposed expenditure, wages and standard costs.

Key Skills

- Growing knowledge of organisation's accounting procedures related to work performed.
- Understanding of spreadsheets, data analysis and reconciliation procedures.
- Strong administrative and procedural skills.
- Excellent attention to detail.
- Initiative and integrity.
- Team player.

Internal Contacts
Sales, Marketing, Warehouse & Distribution, Customer Support.

External Contacts
Clients, Debt Collecting Agencies.

Typical Experience
At least 12 months experience in dealing with creditors, debtors and reconciliations, and 2 years of clerical experience. May possibly have a relevant diploma or certificate or be working towards the completion of qualifications.

Other Comments
Alternative Title: Accounts Clerk, Accounts Payable Officer, Accounts Receivable Officer. If the primary focus of this role is Accounts Receivable, employees may be involved in Credit Control activities.

POSITION DESCRIPTION

Position Title: Human Resources Manager (Generalist)
Position Code: 1060
Career Level: 5

Responsible for

Implementing and managing Human Resources policies, processes, procedures and initiatives within a region/division or across the business, ensuring the most effective utilisation of Human Resources for the purposes of achieving strategic business objectives.

Reports To

Human Resources Director, Chief Executive Officer, Managing Director, General Manager, Operations Manager or Chief Financial Officer.

Supervises

Human Resources Consultants and Officers. May also supervise Payroll staff.

Main Activities

- Aligning all Human Resources initiatives with business strategy in accordance with budgeting restrictions, future staffing requirements, industry needs and succession plans.
- Working closely with business managers and other Human Resources staff to continually analyse, prioritise and respond proactively to organisational needs within the realm of Human Resources.
- Managing a diverse range of Human Resources functions including Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Delivering operational support and guidance to Line Managers on organisational change management, employee relations/counselling, job design, performance management, remuneration and benefits, job evaluation, award/agreement negotiation, compliance, employee development and succession planning.
- Monitoring the effectiveness of Human Resources services and enhancing them where necessary.
- Leading and developing the Human Resources team to deliver optimum Human Resources services.

Key Skills

- Management, consulting and negotiation skills, coupled with team building capability.
- Exposure to and knowledge of a diverse range of Human Resources specialties including Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Leadership and team building capability.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Strong relationship management, influencing and communications skills.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Unions, Industry Associations.

Typical Experience

8 - 10 years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

This role is a generalist position responsible for all facets of the Human Resources function.

POSITION DESCRIPTION

Position Title: Human Resources Officer (Generalist)
Position Code: 1065
Career Level: 2

Responsible for

Assisting with the development and review of Human Resources policies, processes, procedures and initiatives within a region/division/Human Resources function or across the business, ensuring the most effective utilisation of Human Resources for the purposes of achieving strategic business objectives.

Reports To

Human Resources Manager or Human Resources Director in a smaller organisation.

Supervises

No supervisory responsibilities.

Main Activities

- Analysing, prioritising and responding proactively to organisational needs through participating in the development and/or review of Human Resources policies and procedures.
- Performing a range of Human Resources activities and conducting research and analysis within given guidelines and time frames.
- Liaising with both Human Resources Managers and Line Managers to undertake or assist with specific initiatives, projects and assignments.
- Assisting with the delivery of operational support/guidance to Line Managers and individual employees in areas such as organisational change management, employee relations/counselling, job design, performance management, remuneration and benefits, job evaluation, award negotiation, compliance, employee development and succession planning.
- Maintaining and updating the Human Resources Information System (HRIS).
- Actively participating as a member of the Human Resources team for the purposes of delivering optimum Human Resources services.

Key Skills

- Problem solving and analysis skills.
- Growing knowledge of a diverse range of Human Resources functions including Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Excellent communications skills.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Unions, Industry Associations.

Typical Experience

2 - 5 years of experience in Human Resources, coupled with a relevant tertiary qualification.

POSITION DESCRIPTION

Position Title: Manager Information Services
Position Code: 7000
Career Level: 6

Responsible for

Ensuring the effective development and operation of Computing and Information Services of mid range sites. (Size < 500 screens).

Reports To

Depending on organisational structure, may report directly to CEO or a member of the Executive team.

Supervises

All IT Specialists within organisation. Direct reports will typically be Senior Managers - Applications, IT Services/Infrastructure, Security, Architectural Services.

Main Activities

- Positioning the company technologically ahead of competitors with regular IT reviews and analysis, particularly focusing on providing systems support for both current and anticipated user requirements.
- Controlling operational and developmental expenditures within approved budgets.
- Guiding the forecasting and planning of equipment and software purchases in relation to projected user requirements.
- Establishing and maintaining standards in relation to operations, programming, and security.
- Participating in policy-making as a member of a Senior Management team.

Key Skills

- People management and leadership skills, together with professional standards of planning and budgeting.
- Sound administrative skills and a proven record of successful staff management.
- Advanced skill levels in computing and computer operations.
- A good knowledge of computing directions and available company products.

Internal Contacts

Senior Management, All User Departments, Finance and Administration.

External Contacts

Suppliers of Firmware and Peripherals, Software, Professional Services and Consultants.

Typical Experience

At least 10 years of experience in Computing, with at least 5 years in large sites, together with proven business and management skills. Typically has formal Business training in addition to technical IT experience.

Other Comments

Alternative Titles: IT Division Manager; Chief Manager MIS; IT Director; Manager Information Services.

POSITION DESCRIPTION

Position Title: Network (LAN) Engineer
Position Code: 7460
Career Level: 3

Responsible for

Acting as a crucial member of LAN Engineering project teams. Providing high level support and maintaining the availability/performance of the LAN.

Reports To

LAN Engineering Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Achieving project objectives.
- Executing LAN project work in an organised, efficient and effective manner.
- Estimating the work effort required and ensuring that sufficient resources are available for meeting agreed time frames.
- Maintaining accurate planning documentation and providing reports as required.
- Identifying, diagnosing and resolving high level technical problems relating to Network failure/integrity.
- Monitoring and tuning Networking software to ensure optimum systems performance and highlight potential issues.
- Testing and implementing new Networking software/hardware.
- Developing drivers for specialist software such as graphics and communications software.

Key Skills

- Strong operational knowledge of Networking systems and software.
- Customer service orientation.
- Excellent interpersonal skills.
- Excellent written and oral communication skills.
- Proven analytical, troubleshooting and innovative skills.

Internal Contacts

Helpdesk, LAN Support, WAN Engineering.

External Contacts

Suppliers/Vendors.

Typical Experience

3 - 5+ years of experience in IT/Networking coupled with relevant tertiary qualifications. Will typically have completed or be completing an MCSE or equivalent technical qualification.

POSITION DESCRIPTION

Position Title: Systems Administrator
Position Code: 7461
Career Level: 3

Responsible for
Maintaining the operational effectiveness an of organisation's systems/networks.

Reports To
Senior Manager - IT Services/Infrastructure.

Supervises
No supervisory responsibilities.

Main Activities

- Ensuring hardware/software applications and network components are operational.
- Controlling user log-on and registration requirements.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Producing and acting on security violation reports.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.

Key Skills

- A capacity for systematic analysis.
- Strong troubleshooting skills.
- Excellent communication skills.
- Thorough knowledge of security policies and procedures.

Internal Contacts
All Users, Networking Project Teams, Technical Support Department.

External Contacts
Vendors of Hardware, Service & Software.

Typical Experience
At least 2 years of experiences in IT Support, Networking and Systems Administration.



POSITION DESCRIPTION

Position Title: Computer Operator
 Position Code: 7470
 Career Level: 2

Responsible for
 Operating the computer to ensure the timely completion of assignments as per user requirements.

Reports To
 Shift Team Leader/Manager.

Supervises
 No supervisory responsibilities.

Main Activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key Skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal Contacts
 Users.

External Contacts
 Limited external contacts, Suppliers of third level Support.

Typical Experience
 At least 2 - 3 years experience in Computer Operations. Will have completed operational courses and on-the-job training.

Other Comments
 Alternative Title: Operator.

POSITION DESCRIPTION

Position Title: Desktop/LAN Support Analyst
Position Code: 1011
Career Level: 2

Responsible for

Providing second level Desktop/LAN support to users associated with operating installed hardware and software.

Reports To

Desktop/LAN Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing telephone and face to face technical support to users regarding Desktop/LAN issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on tasks as assigned by Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to LAN/WAN Engineers according to established procedures.
- Participating in ongoing team training.

Key Skills

- Sound technical knowledge of Desktop/LAN hardware and software.
- Sound analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Sound knowledge of the organisation's Standard Operating Environment (SOE).

Internal Contacts

Helpdesk, Users, Applications, LAN/WAN Engineers.

External Contacts

Suppliers/Vendors.

Typical Experience

At least 2 - 3 years of relevant IT Support experience coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Helpdesk Operator
Position Code: 1005
Career Level: 1

Responsible for
Providing friendly and efficient first level support to all users of IT systems.

Reports To
Helpdesk Team Leader, Helpdesk Manager.

Supervises
No supervisory responsibilities.

Main Activities

- Providing first level technical advice to users on personal computer hardware and software.
- Resolving client problems and queries in an effective and timely manner.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with LAN/WAN Engineers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.
- Keeping Management aware of potential areas for product enhancement and educational requirements. Liaising with Managers/Supervisors regarding potential problems.

Key Skills

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good organisational skills.

Internal Contacts
Individual Users.

External Contacts
Desktop/LAN Support.

Typical Experience
Represents an entry level position in IT Support, employee will have or be working towards relevant technical qualifications.

POSITION DESCRIPTION

Position Title: Administration Team Leader
Position Code: 3260
Career Level: 3

Responsible for
Organising and supervising staff engaged in an array of administrative duties.

Reports To
Office Manager, Administration Manager or Company Secretary, Branch Department Manager.

Supervises
Administration staff.

Main Activities

- Supervising staff responsible for accounts payable/receivable.
- Overseeing import/export/foreign exchange transactions and inter-company charging.
- Processing freight charges and supervising courier and mail delivery.
- Ensuring orders are processed and stock levels are maintained.
- Cashiering and banking.
- Maintaining accuracy of statistical records/returns.
- Maintaining consistency of ledgers.
- Dealing with problems, queries and complaints caused by other departments and third parties and taking appropriate action to ensure an effective resolution.
- Training and developing Administration staff.

Key Skills

- Leadership and administrative ability.
- Organisational and decision making ability.
- Strong analytical and interpersonal skills.
- Ability to handle more than one task at a time.

Internal Contacts
Divisional Staff, IT Staff, Internal Auditors.

External Contacts
Suppliers of Business Equipment, Customers/Clients, External Auditors.

Typical Experience
5+ years relevant practical experience across a broad spectrum of administrative duties.

Other Comments
Alternative Title: Administration Supervisor.

POSITION DESCRIPTION

Position Title: Administration Officer
Position Code: 3265
Career Level: 2

Responsible for

Providing Administrative support for the organisation and internal Departments/Teams as required.

Reports To

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Handling complete segments of a Department's Administrative work under minimal supervision.
- Classifying, indexing, maintaining and updating both manual and electronic filing systems.
- Maintaining all accounts payable/receivable, processing orders and preparing invoices.
- Answering incoming calls, operating switchboard, fax machine and other electronic/digital office equipment.
- Ordering stationary and office equipment supplies and keeping stock records.
- Typing correspondence.
- Organising travel and accommodation.
- Maintaining and organising the repair of all office machines and equipment.

Key Skills

- Good interpersonal and communication skills.
- Intermediate MS Office skills.
- Effective organisation and time management skills.
- Efficient and accurate typing ability.
- Ability to work in a team environment.

Internal Contacts

Staff at all levels.

External Contacts

Suppliers of Business Equipment, Customers and Clients.

Typical Experience

2+ years of relevant work experience coupled with HSC or equivalent with course work in business curriculum.

Other Comments

Alternative Titles: Clerk - Level 2.

POSITION DESCRIPTION

Position Title: Personal Assistant to Chief Executive Officer
Position Code: 3410
Career Level: 3

Responsible for

Providing secretarial and administrative support exclusively to the Chief Executive Officer whilst maintaining a high level of discretion.

Reports To

CEO.

Supervises

May supervise other Personal Assistants/Administrators.

Main Activities

- Producing general correspondence, memoranda, presentations, reports and correspondence of a confidential nature on behalf of the CEO.
- Organising business appointments and travel arrangements for the CEO.
- Screening telephone calls, fielding inquires and requests and escalating urgent matters for the CEO's attention.
- Managing the CEO's diary and some personal matters.
- Communicating on the CEO's behalf with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients.
- Coordinating the organisation of executive level business functions, lunches and dinners.

Key Skills

- Strong interpersonal, communication and negotiation skills.
- Exceptional corporate presentation and excellent people management skills.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- A proactive and flexible approach to work.
- Ability to liaise at an executive level and to work under pressure.

Internal Contacts

Board Members and Staff at all levels.

External Contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical Experience

5+ years of experience as a Personal Assistant, possibly coupled with relevant administrative qualifications.

POSITION DESCRIPTION

Position Title: Personal Assistant
Position Code: 3415
Career Level: 2

Responsible for
Providing secretarial and administrative support to a team of Managers and Executives.

Reports To
Senior Executive/Manager/s.

Supervises
No supervisory responsibilities.

Main Activities

- Producing general memoranda, presentations, reports and correspondence of a confidential nature on behalf of a team of Executives/Managers.
- Organising business appointments and travel arrangements for a team of Executives/Managers.
- Screening telephone calls, fielding inquiries and requests and escalating urgent matters.
- Coordinating the organisation of business functions, lunches and dinners.
- Managing a team of Executives'/Managers' diaries to make/co-ordinate appointments, book rooms and notify attendees.
- Maintaining effective hard and soft copy filing systems.
- Ordering software, supplies and stationery and maintaining consumables stock for the team.
- Adhering to the organisation's administration policies.
- Providing PC application assistance to Executives/Managers as required.

Key Skills

- Strong interpersonal, communication and negotiation skills.
- A proactive and flexible approach to work.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- Ability to liaise at an executive level, work under pressure and multi-task.

Internal Contacts
Board Members and Staff at all levels.

External Contacts
Clients, Senior Executives from other organisations, Suppliers.

Typical Experience
2+ years of experience as a Personal Assistant, possibly coupled with a relevant administrative qualification.

Other Comments
Alternate Title: Secretary.

POSITION DESCRIPTION

Position Title: Receptionist/Telephonist
Position Code: 3420
Career Level: 1

Responsible for

Answering and directing general telephone inquiries and directing visitors to the appropriate personnel within the organisation.

Reports To

Administration Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Operating a telephone switchboard and handling incoming calls - both internal and external to the organisation.
- Placing outgoing international calls for employees not authorised to make such calls direct from their personal phone connection.
- Recording and distributing incoming messages and dealing with some telephone inquiries.
- Receiving visitors to the organisation and directing them accordingly.
- Performing some routine word processing and/or clerical functions such as filing and general correspondence.
- Opening, sorting and distributing incoming mail, facsimile messages and other deliveries.
- Packaging and arranging outgoing courier deliveries.
- Maintaining the general tidiness of the reception area and associated conference/meeting rooms and their booking registers.

Key Skills

- Highly organised with the ability to juggle multiple tasks.
- Excellent personal presentation skills.
- Excellent communication (both written and verbal) skills.
- Computer literacy with basic PC and administration skills.
- Ability to greet clients in a friendly and courteous manner.

Internal Contacts

Almost all organisational employees.

External Contacts

All incoming visitors.

Typical Experience

1+ year of relevant experience operating a switchboard coupled with relevant high school qualifications.

POSITION DESCRIPTION

Position Title: Contracts Administration Manager
Position Code: 2125
Career Level: 4

Responsible for

Ensuring the legal and commercial integrity of Customer and Supplier contracts to maximise efficiency and effectiveness. Managing contract negotiations to assist in meeting company's objectives.

Reports To

Chief Executive Officer, General Manager, Solicitor/Legal Affairs Manager.

Supervises

Contact Administrators

Main Activities

- Managing all tasks undertaken within the Department, balancing the necessity to make sales with the need to write high quality business.
- Negotiating unique contracts/licensing arrangements
- Convincing customers and the marketplace that the company is professional in negotiating contracts within pricing policy guidelines
- Promoting and utilising standard and non standard contracts to ensure legal and or commercial integrity of contracts and licensing agreements
- Providing recommendations to Line Management on legal and financial risk inherent in potential proposals or contracts
- Contract signing requiring all contracts to be read and checked and its accompanying paperwork are in order and in compliance with company procedures
- Maintaining strong and constructive relationships with staff in other business units
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies

Key Skills

- Ability to gain respect of the Sales force and Marketing staff
- Confidence in management decisions and assessments

Internal Contacts

Legal Department within parent company, Sales and Marketing staff, Technical Specialists, Tenders/Pricing Committees, staff in other Business Units

External Contacts

Other parties involved in contract negotiation - Lawyers etc.

Typical Experience

A degree or equivalent with at least 5 - 7 years experience

POSITION DESCRIPTION

Position Title: Contract Administrator
Position Code: 2120
Career Level: 3

Responsible for
Developing, negotiating and administering company customer contracts

Reports To
Department Operations Manager

Supervises
Clerical staff

Main Activities

- Developing terms and conditions for contract proposals in accordance with performance risk analysis and protection of company interest.
- Conducting meetings and coordinating with concerned management in reviewing documents and recommending appropriate action to resolve administrative problems resulting from such reviews
- Acting as a member of the negotiating team on company contract proposals on amendments and supplementary agreements
- Analysing reports on Contractor cost data.
- Acts as company spokesperson in matters relating to assigned contracts, maintaining liaison between company and customer through preparing and coordinating applicable correspondence.

Key Skills

- Proven communication skills, oral and written
- Commercial awareness
- Familiarity with Defence Industry contracting

Internal Contacts
Project staff, Finance and Accounting Staff

External Contacts
Clients, Subcontractors

Typical Experience
Minimum of 3 years relevant experience in Contract Administration within an Electronics environment
