

Attachment 15

ACT Public Service

WORK LEVEL STANDARDS

**Classification: Technical
Officer**



ACT
Government

INTRODUCTION TO ACTPS WORK LEVEL STANDARDS

Work level standards (WLS) describe the distinctive elements of work at each classification level. They are a statement of the broad job requirements and operating context, the typical duties, and the qualifications, skills and experience required of each classification level.

WLS are not supposed to be a comprehensive list of responsibilities and duties for each classification level. Roles will not necessarily involve all of the examples listed in the WLS.

The current WLS have been developed using multiple sources of information to ensure they suitably reflect and are relevant to the operating context within which the classification group is currently operating within.

The descriptions of the functions and characteristics consider the wide-ranging nature of work that occurs within the ACTPS. They should be considered as general in nature and will require some interpretation based on the broad job context and conditions within which the functions and characteristics are performed.

The WLS consist of the following three elements:

- 1. Characteristics** contain general statements about the broad job requirements and operating context for each classification level. They are described in *work value* terms, using the four key elements of the ACTPS Work Value Framework:
 - Responsibility and accountability
 - Physical nature of work (where applicable)
 - Cognitive nature of work
 - Social nature of work
- 2. Functions** detail the typical duties and provides examples of the types of tasks and/or functions performed at each classification level.
- 3. Qualifications, skills, and experience** detail the general type and extent of the qualifications, skills and experience expected at each classification level.

HOW ARE WORK LEVEL STANDARDS RELEVANT?

The ACTPS WLS:

- Provide a common language across work areas and Directorates within the ACTPS.
- Support sound decision-making for role design and classifications.
- Help employees understand what is expected of them in their role.

The main uses for WLS include:

- **Role classification** – for example, a new role is being created and the WLS are used to determine what classification the role should be.
- **Role design or re-design** – for example, the operating context a role is working within has changed and the role needs to be re-designed to reflect the changes.
- **Evaluation of work value** – for example, when the requirements of a role have changed they should be assessed using the *ACTPS Work Value Assessment Framework* to determine the most suitable classification level.
- **Developing a position description or job advertisement** – for example, when advertising to recruit for a role, the WLS can be used to describe the key requirements associated with the role.

- **Learning and development** – for example, an employee who wants to progress to a higher classification level can use the WLS to identify the areas where they need to gain more experience.
- **Performance management** – for example, a manager can use the WLS to set performance expectations related to the role and classification level with their team members.

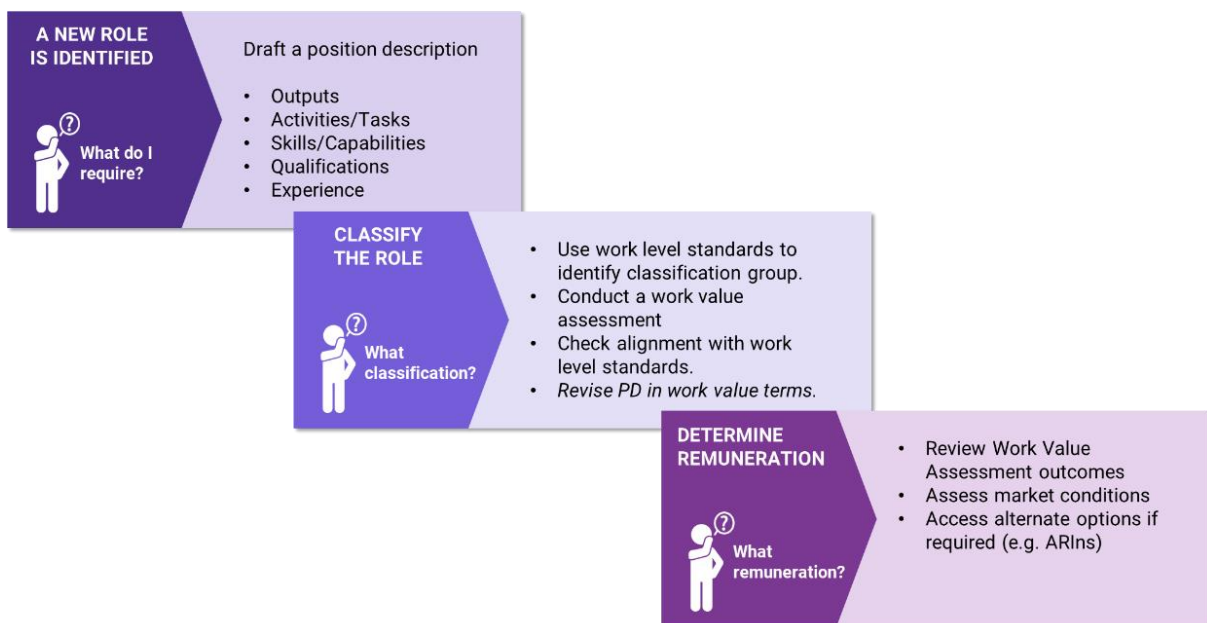
USING WORK LEVEL STANDARDS AND WORK VALUE ASSESSMENT TOOL FOR CLASSIFYING A ROLE

Assessing a role for the purposes of classification involves objectively evaluating a role based on information and evidence gathering and mapping against the ACTPS Work Value Assessment framework features which can be found in the *ACTPS Work Value Assessment Tool*. Information and evidence gathering includes activities such as reviewing position descriptions and interviewing or surveying individuals within a role and those supervising the role.

It is important to note the *ACTPS Work Value Assessment Tool* provides an assessment of work value only. To determine what classification a role best fits within, a review of relevant work level standards will also need to be undertaken. Work level standards capture the way in which tasks, responsibilities, skills, and experience differ across classifications.

There are also additional considerations, such as market conditions, that are important when it comes to determining remuneration for a role.

An example of how the work value assessment, work level standards, and other considerations all form part of determining the classification for a role is depicted below.



Appendix A of this document provides a set of recommended work value scores for this classification group that should be used in line with the guidance provided in the *ACTPS Work Value Assessment Tool*.

SUMMARY

Characteristics

The following table outlines the differences between the Technical Classification levels in terms of the work value factors (*refer to the ACTPS Work Value Assessment Framework for further details*).

WORK VALUE FACTORS	TECHNICAL OFFICER 1	TECHNICAL OFFICER 2	TECHNICAL OFFICER 3	TECHNICAL OFFICER 4	SENIOR TECHNICAL OFFICER GRADE C	SENIOR TECHNICAL OFFICER GRADE B
Organisation of work	Low Responsibility	↑ Limited Responsibility	→ Limited Responsibility	↑ Moderate Responsibility	↑ High Responsibility	→ High Responsibility
Implications of failure	Minor	→ Minor	↑ Moderate	→ Moderate	↑ Major	→ Major
Autonomy and decision making	Limited Supervision	→ Limited Supervision	→ Limited Supervision	→ Limited Supervision	↑ Limited Direction	→ Limited Direction
Accountability	Limited	→ Limited	→ Limited	↑ Moderate	↑ High	↑ Very High
Physical Environment	Moderate	→ Moderate	→ Moderate	→ Moderate	↓ Limited	→ Limited
Degree of Physicality	Moderate	↓ Limited	→ Limited	→ Limited	→ Limited	↓ Low
Cognitive complexity	Procedural Complexity	→ Procedural Complexity	↑ Moderate Complexity	→ Moderate Complexity	↑ High Complexity	→ High Complexity
Application of knowledge and skills	Basic	↑ Intermediate	↑ Substantial	→ Substantial	↑ Highly Developed	→ Highly Developed
Mental Stress	Low Exposure	→ Low Exposure	→ Low Exposure	→ Low Exposure	→ Low Exposure	→ Low Exposure
Team environment	Moderate Interaction	→ Moderate Interaction	→ Moderate Interaction	→ Moderate Interaction	→ Moderate Interaction	↑ High Interaction
Customer and client relationships	Routine Service	→ Routine Service	→ Routine Service	↑ Moderately Complex and Sensitive Service	→ Moderately Complex and Sensitive Service	→ Moderately Complex and Sensitive Service

↑ Higher work value than the lower Classification level → Equivalent work value than the lower Classification level ↓ Lower work value than the lower Classification level

Functions

There are many typical functions which are similar across the levels with the key differences relating to the additional supervisory, advisory, and representational activities required for higher-level roles (from TO 3 level upwards). Note, whilst many of the duties are the same description between levels, the differences are evident when overlaid with the characteristics of the classification level i.e., the complexity of the issues being managed or solutions being implemented will be higher as levels increase.

The functions included are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level.

The functions for the TO 1 to TO 4 levels have been grouped into the following categories:

- *Generic* – functions which could apply to a range of TO roles.
- *Engineering* – functions relating to engineer disciplines e.g. civil, electrical, and mechanical.
- *Drafting* – functions relating to drafting disciplines e.g. architecture, and mapping.
- *Graphic Design* – functions relating to the graphic design discipline.
- *Science* – functions relating to science disciplines e.g. chemistry, animal husbandry, pharmaceuticals, medical technology, and environment protection.
- *Surveying* – functions relating to surveying disciplines e.g. cadastral, hydrographic, building, and topographic.

Qualification, skills, and experience

TO 1 level roles are required to have Professional or technical knowledge, or a transferable skill in an area relevant to the role.

TO 2 through to STO B level roles are required to have:

- An Associate Diploma from an Australian TAFE institution, or a comparable overseas qualification that aligns to the duties of a role at this classification level.
- Relevant experience, training or accreditation which enables the officer to competently perform the functions relevant to the role.

TO 3 and TO 4 level roles, in addition to the abovementioned qualifications, are required to have: professional, technical or management knowledge in an area, or across a range of areas, relevant to the role; substantial knowledge and understanding of related principles, techniques, and practices necessary to perform the role requirements; and a well-developed understanding of relevant statutory, regulatory and policy frameworks.

STO C and STO B level roles, in addition to the abovementioned qualifications, are required to have: professional, technical or management knowledge in an area, across a range of areas, relevant to the role; extensive knowledge and understanding of related principles, techniques, and practices necessary to perform the role requirements; a well-developed understanding of relevant statutory, regulatory and policy frameworks; and a demonstrated capacity to act in a managerial/leadership role.

TECHNICAL OFFICER 1

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have little or no supervisory responsibilities.
- Have responsibility for use of own resources in line with established procedures and practices.
- Incur minor consequences arising from failure to effectively undertake the required work because there are mitigations in place to prevent major consequences occurring.
- Work under limited supervision.
- Follow well defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results.
- Make decisions and achieve results based on evaluative judgement and the tailoring of work methods, interpreting, and adapting existing procedures and practices.
- Make decisions on a variety of matters and in some cases handle complex or escalated issues that have a medium to high impact on the work area.
- In some circumstances, be accountable for setting priorities for the work area, monitoring workflow, and reviewing work of less experienced employees.
- Be accountable to an immediate supervisor for personal and team outcomes to some extent.
- Be accountable for monitoring emerging issues, identifying their impact on tasks and identifying and mitigating risks that will impact on personal and team outcomes.
- Be responsible for managing competing requests, demands, and priorities.
- Be responsible for planning for the achievement of personal or team results.

Physical nature of the work

Work at this level would typically involve:

- Operating in a changing working environment with exposure to physical and environmental factors which could cause accident, ill health, or discomfort if not mitigated successfully.
- The use of specific physical skills and/or physical exertion, on a regular basis, to perform the job requirements.

Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relates to a range of activities.
- Use interpretation, analysis, and some judgement to select an appropriate course of action.
- Occasionally involve unfamiliar circumstances which may require some judgement or technical assistance.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members
- Providing advice and support to team members
- Occasional reliance on other team members to complete simple and straightforward tasks.
- Occasional interaction with other teams within the organisation.

- Communication with and provision of information and advice to a range of stakeholders.
- Applying standard procedures to meet stakeholder requirements and solve stakeholder problems.
- Delivering an effective customer service on routine matters and provide quality, accurate, and consistent advice.
- Representing the work area at internal meetings and external meetings.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

Generic

- Undertake tests, measurements, procedures, or investigations.
- Analyse technical data and prepare related reports.
- Perform technical tasks associated with trials, experiments, reviews, investigations or inspections in the field, laboratory, hospital, pharmacy, or workshop.
- Assist in investigations or studies of work methods and procedures.
- Setting-up, calibration, installation, maintenance, operation or testing of equipment.
- Prepare planning data and production orders for production or workshop tasks and monitor related information flow.
- Perform technical tasks related to procurement, usage studies, distribution control, or handling of equipment and materials.
- Undertake quality assurance or control tasks.

Engineering

- Perform tasks relating to components, circuits, assemblies, or equipment.
- Prepare layouts or drawings of components, equipment or systems and conduct related computations or production of estimates.
- Undertake civil engineering technical tasks.

Drafting

- Undertake drafting or mapping tasks.

Graphic Design

- Undertake graphic design tasks.
- Prepare drawings, paintings, diagrams, or other illustrative material to predetermined layouts within an overall graphic design.

Science

- Undertake tasks related to animal care and related laboratory procedures.
- Undertake the preparation of specimens, reagents, media, medications, and apparatus.

Surveying

- Undertake data acquisition and maintenance activities.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- Professional or technical knowledge, or a transferable skill in an area relevant to the role.

TECHNICAL OFFICER 2

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have limited supervisory responsibilities. There may be a requirement to provide advice and guidance on procedural matters.
- Have some direct responsibility for resource management in-line with established procedures and practices.
- Incur minor consequences arising from failure to effectively undertake the required work because there are mitigations in place to prevent major consequences occurring.
- Work under limited supervision.
- Follow well defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results.
- Make decisions and achieve results based on evaluative judgement and the tailoring of work methods, interpreting, and adapting existing procedures and practices.
- Make decisions on a variety of matters and in some cases handle complex or escalated issues that have a medium to high impact on the work area.
- In some circumstances, be accountable for setting priorities for the work area, monitoring workflow, and reviewing work of less experienced employees.
- Be accountable to an immediate supervisor for personal and team outcomes to some extent.
- Be accountable for monitoring emerging issues, identifying their impact on tasks and identifying and mitigating risks that will impact on personal and team outcomes.
- Be responsible for managing competing requests, demands, and priorities.
- Be responsible for planning for the achievement of personal or team results.

Physical nature of the work:

Work at this level would typically involve:

- Operating in a changing working environment with exposure to physical and environmental factors which could cause accident, ill health, or discomfort if not mitigated successfully.
- On occasion, the use of specific physical skills to perform the job requirements.

Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relates to a range of activities.
- Use interpretation, analysis, and some judgement to select an appropriate course of action.
- Involve occasionally encountering unfamiliar circumstances which may require some judgement or technical assistance sought.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members
- Providing advice and support to team members
- Occasional reliance on other team members to complete simple and straightforward tasks.

- Occasional interaction with other teams within the organisation.
- Communication with and provision of information and advice to a range of stakeholders.
- Applying standard procedures to meet stakeholder requirements and solve stakeholder problems.
- Delivering an effective customer service on routine matters and provide quality, accurate, and consistent advice.
- Representing the work area at internal meetings and external meetings.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

Generic

- Undertake design and experimental activities.
- Undertake project planning.
- Prepare planning data for production or workshop activities and monitor related information flows.
- Perform tests, measurements, investigations, or trials of equipment, buildings, technical facilities, or products.
- Analyse data and prepare related reports.
- Setting-up, calibrating, maintaining or operating equipment.
- Undertake investigations or studies of methods and procedures for technical work.
- Perform technical tasks associated with procurement, usage studies, distribution control, or methods for handling equipment and materials.
- Prepare or amend technical data in the form of drawings, plans, maps, diagrams, illustrations, handbooks, specifications, manuals, or instructions.
- Undertake quality assurance activities.

Engineering

- Undertake development activities relating to components, circuits, assemblies, equipment, systems or building and civil facilities. Undertake associated investigations.
- Undertake civil engineering technical tasks related to the maintenance or construction of facilities.
- Undertake technical tasks related to ensuring technical facilities comply with regulations, including investigating areas of non-compliance.
- Undertake installation, testing, operation or maintenance tasks or activities on equipment, systems, or buildings.
- Formulate estimates or specifications.
- Undertake technical tasks relating to the approval of building plans and the inspection of building work.

Drafting

- Perform drafting or mapping activities using a range of equipment, including computer aided technology. Carry out associated inspections and investigations.

Graphic Design

- Produce parts of graphic designs within the confines of overall designs.

Science

- Perform technical tasks associated with trials, experiments, reviews, investigations or inspections in the field or laboratory.
- Perform husbandry procedures associated with animals, including those in laboratory environments.
- Perform diagnostic and other pathological tests in a laboratory or hospital.
- Prepare samples, specimens, sections, reagents, media, medications, or apparatus.
- Perform medical laboratory tests and procedures.
- Undertake tasks associated with the gathering, processing, analysis, or interpretation of meteorological data.

Surveying

- Undertake data acquisition or maintenance.
- Participate in small field parties engaged in surveying and data acquisition activities.
- Undertake photogrammetric tasks or activities to derive surveying and mapping data.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have both:

- An Associate Diploma from an Australian TAFE institution, or a comparable overseas qualification that aligns to the duties of a role at this classification level.
- Relevant experience, training or accreditation which enables the officer to competently perform the functions relevant to the role.

TECHNICAL OFFICER 3

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have limited supervisory responsibilities. There may be a requirement to provide advice and guidance on procedural matters.
- Have some direct responsibility for resource management in-line with established procedures and practices.
- Incur moderate consequences arising from their failure to effectively undertake the required work.
- Work under limited supervision.
- Follow well defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results.
- Make decisions and achieve results based on evaluative judgement and the tailoring of work methods, interpreting, and adapting existing procedures and practices.
- Make decisions on a variety of matters and in some cases handle complex or escalated issues that have a medium to high impact on the work area.
- In some circumstances, be accountable for setting priorities for the work area, monitoring workflow, and reviewing work of less experienced employees.
- Be accountable to an immediate supervisor for personal and team outcomes to some extent.
- Be accountable for monitoring emerging issues, identifying their impact on tasks and identifying and mitigating risks that will impact on personal and team outcomes.
- Be responsible for managing competing requests, demands, and priorities.
- Be responsible for planning for the achievement of personal or team results.

Physical nature of the work

Work at this level would typically involve:

- Operating in a changing working environment with exposure to physical and environmental factors which could cause accident, ill health, or discomfort if not mitigated successfully.
- On occasion, the use of specific physical skills to perform the job requirements.

Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relate to a range of activities.
- Require interpretation, analysis, and some judgement to select an appropriate course of action. There may be occasions where unfamiliar circumstances may require some judgement or technical assistance to be sought.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members
- Providing advice and support to team members
- Occasional reliance on other team members to complete simple and straightforward tasks.

- Occasional interaction with other teams within the organisation.
- Communication with and provision of information and advice to a range of stakeholders.
- Applying standard procedures to meet stakeholder requirements and solve stakeholder problems.
- Delivering an effective customer service on routine matters and provide quality accurate and consistent advice.
- Representing the work area at internal meetings and external meetings.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

Generic

- Undertake feasibility, experimental or design activities.
- Undertake tests, measurements, investigations or trials on equipment, technical facilities, or products.
- Supervise or co-ordinate the members of a small team engaged in field data gathering, investigations or laboratory activities.
- Undertake planning activities, liaise on production problems, supervise or co-ordinate the preparation of planning data, design briefs and associated activities required for laboratory, production, or workshop tasks.
- Prepare estimates, specifications, schedules of quantities or quotations relating to technical work.
- Prepare and progress production programs for technical processes.
- Develop methodologies.
- Undertake technical tasks relating to the procurement, usage studies, distribution control or methods of handling of equipment or materials.
- Prepare or amend technical data in the form of drawings, illustrations, specifications, handbooks, manuals, instructions, or calculations.
- Undertake technical planning activities.
- Design maintenance programs for equipment or systems.
- Ensure that the technical facilities and works within an establishment conform to appropriate standards and requirements.
- Ensure that operations within an establishment are performed according to occupational health and safety standards.
- Undertake quality assurance tasks.
- Liaise with outside organisations, other sections or clients on technical matters and prepare associated reports.
- Coordinate the work to be undertaken for a project.
- Design, develop and deliver training courses for usage of equipment, systems, or facilities.
- Perform tests and procedures.

Engineering

- Undertake design, project planning or development activities related to, components, circuits, equipment, systems, or engineering facilities. As necessary, undertake related investigations.
- Undertake building or civil engineering technical work relating to the construction or maintenance of facilities such as: inspecting and monitoring project sites to ensure conformance with design specifications; directing construction and maintenance activities at a project site;

- estimating quantities and costs of materials, equipment and labour; or testing of soils and materials to determine the adequacy and strength of foundations, concrete, asphalt or steel.
- Undertake technical tasks related to radio-communications.
 - Undertake installation, testing, operation, modification or maintenance activities on equipment or systems.
 - Specify design requirements, prepare estimates, specifications, or schedules of quantities for projects.

Drafting

- Perform drafting activities including those related to electronic, mechanical, building or mapping systems using conventional, or computer aided drafting systems.

Graphic Design

- Plan and produce graphic designs in consultation with clients.
- Provide advice on design requirements for a range of graphic designs.

Science

- Undertake technical tasks associated with trials, tests, measurements, experiments, reviews, investigations or inspections in the field or laboratory, including related calculations and analysis.
- Supervise testing relating to animal husbandry functions or medical technology.

Surveying

- Undertake data acquisition and maintenance. Generate data outputs in graphical or report form.
- Lead a field party engaged on, and participate in, surveying activities.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have all of the following:

- An Associate Diploma from an Australian TAFE institution, or a comparable overseas qualification that aligns to the duties of a role at this classification level.
- Relevant experience, training or accreditation which enables the officer to competently perform the functions relevant to the role.
- Professional, technical or management knowledge in an area, or across a range of areas, relevant to the role.
- Substantial knowledge and understanding of related principles, techniques, and practices necessary to perform the role requirements.
- A well-developed understanding of relevant statutory, regulatory and policy frameworks.

TECHNICAL OFFICER 4

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Supervise and organise the day-to-day work of a small number of employees or a small team who carry out similar types of work or have team members undertaking similar tasks or who possess similar skill sets.
- Have direct responsibility for resource management including administering, monitoring, and reporting.
- Incur moderate consequences arising from their failure to effectively undertake the required work.
- Work under limited supervision.
- Follow well defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results.
- Make decisions and achieve results based on evaluative judgement and the tailoring of work methods, interpreting, and adapting existing procedures and practices.
- Make decisions on a variety of matters and in some cases handle complex or escalated issues that have a medium to high impact on the work area.
- Be accountable for developing plans and objectives for short-term tasks and contributing to business improvement strategies.
- Be accountable to immediate supervisor and for team outcomes.
- Be accountable for monitoring related emerging issues, identifying their impact, and conducting risk management activities within a sphere of responsibility.
- Contribute to strategic planning for longer-term initiatives.
- Provide expertise and technical knowledge across a range of activities, providing technical advice, and ensuring knowledge of and compliance with relevant legislation and policy frameworks.
- Be responsible for setting priorities and ensuring quality of outputs for the work area.

Physical nature of the work

Work at this level would typically involve:

- Operating in a changing working environment with exposure to physical and environmental factors which could cause accident, ill health, or discomfort if not mitigated successfully.
- On occasion, the use of specific physical skills to perform the job requirements.

Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relate to a range of activities.
- Require interpretation, analysis, and some judgement to select an appropriate course of action. There may be occasions where unfamiliar circumstances may require some judgement or technical assistance to be sought.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members
- Providing advice and support to team members
- Occasional reliance on other team members to complete simple and straightforward tasks.
- Occasional interaction with other teams within the organisation.
- Communicating and providing advice and recommendations to a wide variety of customers and external stakeholders to achieve work area goals.
- Liaising with a range of stakeholders in relation to difficult or sensitive issues, and on moderately complex to complex policy, project, or operational issues.
- Consulting and advising internal and external stakeholders, anticipating, and responding to their needs and expectations.
- Representing the agency by promoting its interest at community and cross-agency levels and undertaking a representation or presentation role on behalf of the immediate work area.
- Providing customer or client service on routine matters and more complex issues.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

Generic

- Direct staff that are undertaking methods analysis activities and, in the development, or introduction of management control systems.
- Supervise a group within an establishment engaged in the planning and initiation of the procurement, usage studies, distribution control or methods of handling of a range of equipment or materials.
- Act as supply project officer for major projects. Conduct special investigations into equipment or material supply matters.
- Supervise a section engaged in the preparation or amendment of technical information in the form of drawings, illustrations, handbooks, specifications, manuals, or instructions.
- Ensure that the technical facilities and works within a region conform to appropriate standards and requirements.
- Ensure that operations within a region are performed according to occupational health and safety standards.
- Provide guidance to and check the work of subordinate staff.
- Undertake research, development, or implementation of new and specialised techniques, systems, and production processes. Prepare associated instructions for users.
- Oversee the technical training of staff within a function.
- Undertake quality assurance activities.
- Manage, for technical purposes, the resources of a laboratory, maintenance facility, manufacturing workshop or building program.
- Liaise with outside organisations, authorities, clients or contractors on technical matters and prepare associated reports and recommendations.

Engineering

- Undertake design, project planning and development activities relating to, equipment, systems, or facilities.
- Co-ordinate and direct planning, estimating, procurement, and progressing activities in a large production establishment.
- Investigate and remedy production problems.

- Lead investigation teams on industrial engineering activities such as the planning design and implementation of manufacturing processes and equipment and the evaluation of system reliability and maintainability.
- Perform installation, testing, operation or maintenance activities, equipment, or systems.
- Develop standard methods for installation work.
- Manage maintenance programs.
- Undertake design, development, and delivery of technical training activities relating to equipment, systems, or facilities.
- Undertake investigations for use in determining policy for the provision of departmental buildings.

Drafting

- Undertake drafting activities, including design, computation, preparation and production of drawings and charts.
- Investigate, evaluate, develop or implement computer aided drafting systems and technical documentation standards.
- Supervise a small team engaged in drafting activities.

Graphic Design

- Supervise a small team engaged in graphic design activities.
- Design and oversee the production of three-dimensional exhibitions and displays.

Science

- Plan, organise and control the work of staff engaged in field trials or surveys, laboratory tests, measurements or investigations, medical technology systems or facilities.
- Organise technical facilities required for field trials or laboratory experiments.
- Perform clinical studies and procedures.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- An Associate Diploma from an Australian TAFE institution, or a comparable overseas qualification that aligns to the duties of a role at this classification level.
- Relevant experience, training or accreditation which enables the officer to competently perform the functions relevant to the role.
- Professional, technical or management knowledge in an area, or across a range of areas, relevant to the role.
- Substantial knowledge and understanding of related principles, techniques, and practices necessary to perform the role requirements.
- A well-developed understanding of relevant statutory, regulatory and policy frameworks.
- A demonstrated capacity to act in a managerial/leadership role.

SENIOR TECHNICAL OFFICER GRADE C

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have responsibility for supervising and organising the day-to-day work of a team with diverse tasks.
- Manage resources at the business unit level including planning and management of resource allocation, develop appropriate controls, and monitor and adjust plans.
- Incur major consequences arising from failure to effectively undertake the required work.
- Work under limited direction, using discretion and initiative over a broad area of activity with autonomy in interpreting policy and applying practices and procedures.
- Make decisions based on professional judgement and evaluating risk in the context of a complex and changing environment.
- Make decisions on a broad variety of matters with a significant impact on own work area and that may affect other parts of the agency.
- Be accountable for developing plans and objectives for short-term tasks and contributing to strategic planning for longer-term initiatives.
- Be responsible for providing expertise and technical knowledge across a range of programs or activities, providing accurate and specialised advice, and ensuring knowledge of and compliance with relevant legislation and policy frameworks.
- Be accountable for monitoring related emerging issues, identifying impact, and conducting risk management activities within sphere of responsibility.
- Help set priorities and ensure quality of outputs for the work area.

Physical nature of the work

Work at this level would typically involve:

- Operating in a work environment is stable and mostly consistent. Any exposure or risk to from physical and environmental factors in the working environment is preventable.
- On occasion, the use of specific physical skills to perform the job requirements.

Cognitive nature of the work

Work at this level would typically:

- Be complex and involve various activities involving different, unrelated processes and methods.
- Deal with unfamiliar circumstances, variations in approach and sudden changes and depend on analysis of the issues and the selection of an appropriate course of action from several options requiring sound and evaluative judgement.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- Some level of interaction with and reliance on other team members
- Providing advice and support to team members
- Occasional reliance on other team members to complete simple and straightforward tasks.
- Occasional interaction with other teams within the organisation.
- Communicating and providing advice and recommendations to a wide variety of customers and external stakeholders to achieve work area goals.

- Liaising with a range of stakeholders in relation to difficult or sensitive issues, and on moderately complex to complex policy, project, or operational issues.
- Consulting and advising internal and external stakeholders, and anticipating and responding to their needs and expectations.
- Representing the agency by promoting its interest at community and cross-agency levels and undertaking a representation or presentation role on behalf of the immediate work area.
- Providing customer or client service on routine matters and more complex issues.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

- Undertake design or development activities relating to equipment, systems, or facilities.
- Direct and co-ordinate the undertaking of technical projects.
- Direct and co-ordinate technical staff undertaking the work of a function within a Region, service district, major establishment, or critical functional area.
- Provide technical advice and support to staff, ensuring the effective application of operational policy or technical policy within the area of responsibility.
- Oversee the technical training of staff within a function.
- Manage, for technical purposes, the resources of a critical function area, or project, a large and varied workshop, a large and varied building or maintenance program, a technical work group (i.e., drafting or graphic design group), a major establishment, service district, or Region.
- Advise senior management on operational policy or technical policy relevant to a function.
- Provide direction for a function. Provide technical advice and support to staff working within the function.
- Represent the organisation in liaison with outside organisations on technical matters.
- Develop, implement, or standardise technical procedures and practices.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- An Associate Diploma from an Australian TAFE institution, or a comparable overseas qualification that aligns to the duties of a role at this classification level.
- Relevant experience, training or accreditation which enables the officer to competently perform the functions relevant to the role.
- Professional, technical or management knowledge in an area, across a range of areas, relevant to the role.
- Extensive knowledge and understanding of related principles, techniques, and practices necessary to perform the role requirements.
- A well-developed understanding of relevant statutory, regulatory and policy frameworks.
- A demonstrated capacity to act in a managerial/leadership role.

SENIOR TECHNICAL OFFICER GRADE B

CHARACTERISTICS

Responsibility and accountability

A role at this level would typically:

- Have responsibility for supervising and organising the day-to-day work of a team with diverse tasks.
- Manage resources at the business unit level including planning and management of resource allocation, develop appropriate controls, and monitor and adjust plans.
- Incur major consequences arising from failure to effectively undertake the required work.
- Work under limited direction, using discretion and initiative over a broad area of activity with autonomy in interpreting policy and applying practices and procedures.
- Make decisions based on professional judgement and evaluating risk in the context of a complex and changing environment.
- Make decisions on a broad variety of matters with a significant impact on own work area and may affect other parts of the agency.
- Be accountable for determining the strategic direction for the work area and aligning longer-term planning with agency goals and objectives.
- Be responsible for providing expertise across a broad range of activities potentially relating to work of different program areas and ensuring an in-depth knowledge of and compliance with relevant legislation and policy frameworks.
- Be accountable for monitoring emerging issues in a field and for identifying impact on agency priorities as well as engaging with risk and undertaking risk management activities for area of responsibility.
- Be accountable for multiple business outcomes, and accountable to multiple authorities including immediate supervisor.

Physical nature of the work

Work at this level would typically involve:

- Operating in a work environment that is stable and mostly consistent. Any exposure or risk to from physical and environmental factors in the working environment is preventable.

Cognitive nature of the work

Work at this level would typically:

- Be complex and involve various activities involving different, unrelated processes or methods.
- Deal with unfamiliar circumstances, variations in approach and sudden changes, and depend on analysis of the issues and the selection of an appropriate course of action from several options requiring sound and evaluative judgement.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

Social nature of the work

Work at this level would typically involve:

- A significant level of interaction with and reliance on other team members.
- Cooperation and negotiation with team members to solve problems.
- Reliance on other team members to complete complex tasks.

- The potential need to engage in a high-level of regular interaction with other teams within the organisation.
- Communicating and providing advice and recommendations to a wide variety of customers and external stakeholders to achieve work area goals.
- Liaising with a range of stakeholders in relation to difficult or sensitive issues, and on moderately complex to complex policy, project, or operational issues.
- Consulting and advising internal and external stakeholders, anticipating, and responding to their needs and expectations.
- Representing the agency by promoting its interest at community and cross-agency levels and undertaking a representation or presentation role on behalf of the immediate work area.
- Providing customer or client service on routine matters and more complex issues.

FUNCTIONS

The following functions are examples of the typical duties performed at this work level. They are illustrative of those which may be undertaken for this level. They should also not be considered in isolation from the characteristics described above.

- Lead a function and accept responsibility for the development and effective application of operational policy and technical policy relevant to that function.
- Manage, for technical purposes, the resources of a functional organisation or other program critical to a significant organisational program.

QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- An Associate Diploma from an Australian TAFE institution, or a comparable overseas qualification that aligns to the duties of a role at this classification level.
- Relevant experience, training or accreditation which enables the officer to competently perform the functions relevant to the role.
- Professional, technical or management knowledge in an area, across a range of areas, relevant to the role.
- Extensive knowledge and understanding of related principles, techniques, and practices necessary to perform the role requirements.
- A well-developed understanding of relevant statutory, regulatory and policy frameworks.
- A demonstrated capacity to act in a managerial/leadership role.

APPENDIX A – RECOMMENDED WORK VALUE SCORES

The following graph shows the recommended range of work value scores for the classification group. The vertical axis indicates the work value score range (with the minimum work value score being 22 and maximum 110). The horizontal axis displays each classification level, with the table specifying the minimum and maximum work value score for each classification level. Note these scores should be used in conjunction with the guidance provided in the *ACTPS Work Value Assessment Tool*.

