

Queensland Airports Limited

Role Description

Position Title:	Delivery and Operations Graduate
Location:	Gold Coast
Department:	Technology
Reports to:	Manager Digital Services
Reporting to this position:	Nil

Position Purpose:

As the person that will support the delivery of systems, services and operation for Queensland Airports Limited it is essential that you embody the culture, corporate vision, mission and strategic Direction of our company.

Corporate Vision, Mission and Strategic Direction

Vision

Engaging customer, connecting communities, exceptional experiences

Our Mission

To be the best regional airport owner and operator in Australia

Strategic Pillars



Our five pillars guide our strategic direction. Within each pillar are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions.



Job Role Requirements

Objective 1: Change Management

- The management of change to the service infrastructure including service assets, configuration items and associated documentation.
- Change management uses requests for change (RFC) for standard or emergency changes, and changes due to incidents or problems to provide effective control and reduction of risk to the availability, performance, security and compliance of the business services impacted by the change.
- Level 1-2 as per SFIA reference guide 2015

Objective 2: Application Support

- The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions.
- Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.
- Level 1-2 as per SFIA reference guide 2015

Objective 3: Asset Management

- The management of the lifecycle for all managed assets (hardware, software, intellectual property, licences, warranties etc) including security, inventory, compliance, usage and disposal, aiming to protect and secure the corporate assets portfolio, optimise the total cost of ownership and sustainability by minimising operating costs, improving investment decisions and capitalising on potential opportunities. Knowledge and use of international standards for asset management and close integration with security, change, and configuration management are examples of enhanced asset management development.
- Level 1-2 as per SFIA reference guide 2015

Objective 4: Network Support

- The provision of network maintenance and support services. Support may be provided both to users of the systems and to service delivery functions. Support typically takes the form of investigating and resolving problems and providing information about the systems. It may also include monitoring their performance. Problems may be resolved by providing advice or training to users about the network's functionality, correct operation or constraints, by devising work-arounds, correcting faults, or making general or site-specific modifications.
- Level 1-2 as per SFIA reference guide 2015

Objective 5: Project Participation / Innovation / Continuous Improvement

- A pro-active, positive approach as part of QAL's ICT Team.
- Timely and effective management and ongoing innovation of ICT Operations.
- Seek to continuously improve processes and build strong working relationships with internal and external customers.

Objective 6: Workplace Health and Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Individual Behaviour Expectations

QAL employees expected to demonstrate behaviour which is aligned to our core values:

Teamwork

- Accepts responsibility
- Works collaboratively
- Effectively communicates
- Values diversity

Innovation

- Challenge the status quo
- We do things differently
- Confidence to put forward and test innovative ideas
- Embraces challenges

Accountability

- Takes responsibility
- Ethical
- Minimal supervision
- Accountable for own standards of work

Leadership

- Clear vision
- We are empowered
- Treat each other equally

Integrity

- Trustworthy
- Acts with honesty and sincerity
- Demonstrates fairness
- Ethical in our dealings
- Act in the best interest of our stakeholders
- Act on promises
- Does the right thing

Passion

- Displays positive energy, optimistic
- Inspires others
- Love what you do
- Actively enhances competencies and capabilities through technical and professional development

Excellence

- Strive to be the best
- Challenge ourselves
- Exceed expectations

Key Stakeholders

Internal: Employees and management at all levels

External: Contractors, Consultants, Stakeholders and the Community

Key Capabilities Required to Perform Role

Educational Qualifications:

- Degree in Information Technology or related discipline

Specific Job Knowledge, Skills and Abilities:

- Basic PC, Network and architect knowledge (desirable)
- Quick learner, work independently
- Problem solving

Physical Demands:

- Must be able to stand and exert well-paced mobility for duration of shift
- Must be able to bend, squat, stretch and lift to fulfil tasks

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature

Approved by Line Manager (Signature and Date)	T. O'Flanagan	29/11/2016
Reviewed by HR (Signature and Date)	T. Hilder	29/11/2016
Version:	1.0	29/11/2016