# Position Description

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| Position title: | Austroads IT Registry Administrator |
| Entity: | Austroads |
| Group: | Service Delivery |
| Job Type: | Full time |
| Location: | Austroads Sydney office |
| Reports to: | National Temporary Traffic Management Operations Manager |
| Responsible GM: | General Manager Service Delivery |
| Direct reports: | N/A |
| Date reviewed: | 26 August 2024 |

## Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

# The Role

## Team Purpose

The Service Delivery team provides Austroads established products with a strong focus on functionality and sustained excellence Effective service delivery is underpinned by a team of professionals who are responsive to the needs of Austroads members and other users of our services. We are proactive in communicating our Service Delivery priorities and plans, and we strive to continuously improve our services and add value for our members.

## Position Purpose

Provide first line support to internal and external stakeholders accessing and/or using the Austroads IT Registry System.

The system build has just commenced, as such, the successful applicant will also provide administrative and general project support to ensure successful implementation (build, user acceptance testing, commissioning and data migration) delivery of the Austroads IT Registry System.

## Major Responsibilities/ Accountabilities

The role is responsible for:

- In the first instance:
    - Supporting the Project Manager Austroads IT Registry System during implementation of the Austroads IT Registry System.
    - Overseeing administrative tasks including providing support for meetings, including compilation and distribution of agenda papers, and minute/note taking and follow-up actions.
- Post-build:
    - Reporting to the Austroads National Temporary Traffic Management Operations Manager.
    - Providing support and help desk facilitation to prospective and existing users of the Austroads IT Registry System.
    - Responding to queries and providing support to Austroads IT Registry users both external and internal, including elevating issues to the external maintenance provider for the Austroads IT Registry System.
    - Identify issues and enhancement to the Austroads IT Registry System and document and recommend the same.
    - Providing administrative support for meetings, including compilation and distribution of agenda papers, and minute/note taking and follow-up actions.
    - Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
    - Maintaining and adhering to Quality Systems processes and procedures associated with the role.
    - Developing and maintaining relationships with Austroads members and key stakeholders.
    - Other duties as directed

## Key Stakeholder Interfaces

Internal

- General Manager Service Delivery
- National Temporary Traffic Management Operations Manager
- Project Manager Austroads IT Registry System
- TTM Program Administrator
- TTM Audit Lead
- Austroads IT team

External

- Registered Training Organisations/Approved Training Organisations
- Australian Road Authorities and Jurisdictions
- Consultants
- Temporary Traffic Management Technical Reference Group
- ATP groups (state and national)
- Temporary Traffic Management National Operations Group

# The Person

## Qualifications, Knowledge, and Experience

The Austroads IT Registry Administrator will possess:

- A relevant qualification or experience in program administration, user support, or program role in being the front-line contact person to a major initiative which is operationally supported by an IT system
- Effective communication (oral and written) and interpersonal skills with the ability to work with and manage stakeholders of all levels of complexity
- Demonstrated experience applying analytical and problem-solving skills to achieve positive outcomes
- Excellent written and oral communications
- Experience managing and working to multiple deadlines
- Experience in similar roles and settings would be highly regarded

## Personal Qualities

The incumbent will need to present a professional image and build a strong relationships. Specifically, the role requires:

- A service focused approach
- Sound judgement and problem-solving ability
- Strong networking and teamworking skill
- Strong attention to detail
- Commitment to ongoing professional development and learning
- Professional ethics and integrity
- Comfort working in an environment which is constantly evolving

## Capability Profile

| Flexibility and Adaptability | Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results. | Foundation |
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| Critical Thinking and Problem Solving | Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions. | Foundation |
| Project/Work Delivery and Management | Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of | Foundation |

| | working. Understands and applies effective project planning, coordination and control methods. | |
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| Digital and Technological Proficiency | Identifies ways to maximise the value of available technology to achieve business strategies and outcomes. | Intermediate |
| Drive Accountability and Outcomes | Is proactive and responsible for own actions to ensure desired organisational objectives are achieved. | Intermediate |
| Knowledge Management | Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge | Foundation |
| Customer Focus | Understands customer needs, applies skills, knowledge and experience to deliver high impact services that address those needs. | Foundation |
| Work Collaboratively | Collaborates with others, demonstrating an understanding of their value to the organisation. | Intermediate |