



TGO3 Electronics Technician (Quality Assurance) Customer Service Branch Operational Services Information Systems and Technology Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24-hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Information Systems and Technology (IS&T) Service supports the frontline policing and corporate operations of SAPOL through the provision of ICT infrastructure and communication platforms, operational software applications, and support services. The Service is responsible for driving the ongoing evolution of ICT capability across SAPOL, through the delivery of high-quality ICT change programs. The Service is structured across four core pillars: Strategy, Innovation and Engagement; Program Delivery; Operational Services; and Security and Assurance. The Service extends from traditional ICT services to encompass a specialist radio and technology capability, including laser and radar calibration services.

The Customer Service Branch is part of the Operational Services stream and provides a range of services to assist all SAPOL staff effectively undertake their role. The Branch provides an efficient customer interface, ensuring users problems are resolved, or assigned to the appropriate area within IS&T for resolution. The Branch provides equipment such as computers, radios and other devices to SAPOL. The Branch provides support to users of operational applications and technology.

Service

Integrity

Leadership

Collaboration

Courage

Respect



The Electronics Technician (Quality Assurance) is responsible for the effective delivery of Traffic Technical Support’s (TTS’s) quality management, auditing and assurance functions, supporting improved laboratory productivity, efficiency and customer satisfaction. The role maintains, enhances and monitors TTS’s quality management system, ensuring it meets business needs and remains fully compliant with all relevant NATA and NMI accreditation and certification requirements. In addition to quality responsibilities, the position operates across a broad range of electronic disciplines, undertaking maintenance, repair, modification and installation of specialised policing and traffic-related technologies, including fixed red-light and speed cameras, mobile speed-detection units, laser and radar devices and breath analysis equipment.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Netley Commercial Park, Netley and SAPOL Communications Centre, Adelaide CBD
Qualifications	Associate Degree or Advanced Diploma (or demonstrable equivalent) in Electronics or closely related field.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL’s iEngage program.

Reporting / Working Relationships

The Electronics Technician is accountable to the Manager, Traffic Technical Support. The incumbent will be required to work closely in a team environment at RTSU and with stakeholders both internal and external to IS&T. The incumbent may supervise, train or mentor less experienced technical employees.

KEY OUTCOMES

- Ensure the development and maintenance of the Calibration Laboratory operations Quality Systems, manuals, documentation, process and procedures and other duties to maintain NATA accreditation, relevant standards and operational best practice.
- Supervise and ensure the maintenance of accurate and up to date maintenance records and ensuring all servicing of equipment complies with manufacturer’s guidelines and National Standards.
- Undertake all necessary training and NATA assessments to meet NATA requirements in accordance with the respective standards and regulations.
- Assist in the repair, calibration and service of electronic devices including Speed Detection and Breath Analysis equipment.
- Assist in the identification and diagnosis of equipment failure and faults and carrying out technical repairs which may include the design, modification and installation of circuitry, boards and devices.

- Assist in the installation of new equipment and ensuring that all acceptance testing is completed prior to full acceptance including compatibility with existing systems and networks.
- Prepare evidence and statements suitable for Court proceedings.
- Liaise or work with external contractors or service providers that may be engaged in maintenance or installation works on behalf of SAPOL.
- Review and assess current work practices and procedures to identify and recommend opportunities for improvement to enhance efficiencies within RTSU.
- Maintain records of work undertaken and asset management systems through the preparation of plans, provision of status reports, updating asset database systems, scheduling preventative maintenance plans, designing and preparing operational and technical training material.
- Present training courses to other technical and operational staff on new and modified equipment in order to share knowledge and assure quality compliance.
- Undertake the research and development of specifications and the assessment of new equipment or advancements in technology for suitability of use, to ensure the optimum efficiency and quality compliance of relevant specialist equipment.
- Supervise and train technical staff in Quality Systems as required.
- Promote Quality Assurance, best practice performance and service delivery throughout the Branch and ensuring that customer service strategies are developed and maintained.
- Provide timely and effective communication both written and verbal to relevant stakeholders on the on-going operation of security services, incident management and improvement programmes.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- A tertiary qualification (or demonstrable equivalent) in Electronic Engineering or related field.
- Experience working within a calibration laboratory environment to respective AS ISO/IEC 17025 standard and NATA accreditation.
- Knowledge of Australian and international Standards for electronic measuring instrumentation and Laboratory Best Practice.
- Sound analytical skills and capacity to assess, understand, devise solutions and report on complex and/or diverse technical matters in a clear and concise manner with a demonstrated ability to write properly structured associated reports.
- Proven ability to communicate and liaise effectively with a range of different stakeholders including management both verbally and in writing.
- Proven ability to cope with constant work pressures, balance high workloads and competing priorities.
- Demonstrated ability to work effectively in a team environment and achieve agreed objectives.
- Proven experience in driving the continual improvement of work procedures, policies and practices to meet the business security goals of an organisation.
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Desirable Characteristics

- Qualifications or industry certifications in business, information technology or cyber security.
- Ability to identify technical problems and implement remedial strategies to maintain specialised equipment and electronic systems to the component level.
- Experience servicing and maintaining speed measuring and breath analysis instruments.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the State Records Act 1997 and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.