




JOB AND PERSON SPECIFICATION

Title of Position : Electronic Monitoring Support Systems Administration Assistant	CORRECTIONAL SERVICES
Classification : ASO3	Position No: M29475
Location : Intensive Compliance Unit	Division : Statewide Services
Reports To : Manager, Strategic Performance, Intensive Compliance Unit	

JOB AND PERSON SPECIFICATION APPROVAL


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2, 11, 23
Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The Electronic Monitoring Support Systems Administration Assistant (EMSSA Assistant) provides support to the EMSSA Systems Administrator of the Statewide Electronic Monitoring System. The incumbent will be responsible for the administrative functions and viability of the Electronic Monitoring System, which will include the formulating of a regular reporting system.

KEY STAKEHOLDER INTERACTION

As a member of the EMSSA team, the incumbent reports to the Manager Strategic Performance, Intensive Compliance Unit, through the Analyst and Systems Officer, Intensive Compliance Unit. This position will interact with all sections of the department and at times the general public.

BRANCH PROFILE

The Intensive Compliance Unit is sanctioned in the Correctional Services Action 1982, Criminal Law (Sentencing) Act 1988 and the Bail Act 1985 providing for prisoners, offenders and bailees to be detained in their homes or supervised using electronic monitoring according to an approved set of curfew conditions, and case managed according to the conditions of release set by the Court, Parole Board, or Sentence Management Unit. This position is part of the Intensive Compliance Unit located at the Edwardstown Community Correctional Centre.

SPECIAL CONDITIONS

- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.
- The incumbent is required to satisfactorily complete a National Criminal History Check;
- A current South Australian Driver's Licence is essential;
- A flexible approach to working hours is required;
- Some interstate and intrastate travel will be required which may necessitate overnight absences.
- Work outside of normal hours will be required.

HIGHLIGHTED EMPLOYMENT CONDITIONS

A requirement to understand, observe, conform and adhere to:

- Legislative requirements that apply to the role. This includes, but is not limited to, the Public Sector Act; Correctional Services Act, Work Health & Safety Act, Return to Work Act, Equal Opportunity Act, Independent Commissioner Against Corruption Act, the State Records Act, and various relevant industrial awards and enterprise agreements. The Public Sector Principles and Practices including the SA Public Sector Code of Ethics, the Professional Conduct Standards, the Commissioner's Determinations and Guidelines, Information Privacy Principles, Information Sharing Guidelines, DCS Human Resource policies and guidelines and DCS Core Values.
- DCS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- Work health and safety and injury management requirements as set out in relevant legislation, Public Sector and DCS policies and procedures, including complying with any reasonable instruction associated with these documents.

KEY AREAS OF ACCOUNTABILITY

Ensure the day to day operation of the Electronic Monitoring System by assisting the EMSSA Systems Administrator with the day to day running of the unit by;

- Providing a help desk support and advice for technical issues to end users of the electronic monitoring equipment. This is not exclusive to the electronic monitoring program as technical support is an ongoing requirement. Act as in internal help desk support for home detention staff by, setting up email accounts, reset passwords, training staff on how to use new computer equipment (laptops), ensuring the JIS, intranet etc. are also set up.
- Operating a statewide stock control system that tracks all equipment used by the system. Ensuring that all stock kept by the Electronic Monitoring Centre is kept at acceptable Work Health and Safety levels and is available for immediate issue. This will include coordination replacement stock statewide.
- Liaising with Manager Intensive Compliance Unit for the retrieval of all damaged or lost units and take the necessary steps to test damaged/faulty electronic equipment and negotiate with service provider for the repair/replacement of the electronic equipment.
- Coordinating the testing and repair/replacement of faulty worn home office based equipment.
- Coordinate and distribute all statistical and management reports to monitor the systems effectiveness and programs meeting Departmental targets, maintaining any extra reports in other programs to assist with these reports being run.
- Coordinate all fees and accounts payable on behalf of the Electronic Monitoring System.
- As required provide appropriate systems training and supporting training manuals to all new staff.
- Undertake the configuration of home detention computerised resources and problem solve program applications for Intensive Compliance Unit business needs.
- As required provide system security which will include password, user profile and security level maintenance.
- Responsible for taking reasonable care for their own and others' health and safety and not adversely affecting the health and safety of others.
- Responsible for early notification and reporting of workplace hazards, incidents and injuries.

QUALIFICATIONS

Essential: Not Applicable

Desirable: Not Applicable

PERSONAL CRITERIA**Essential Criteria**

- Possess a service-oriented approach to user support and the ability to liaise with and develop positive, effective working relationships with customers and staff at all levels and be able to demonstrate the ability to communicate effectively both orally and in writing with both management and staff.
- Demonstrated ability to use initiative and judgement where procedures are not clearly defined.
- Demonstrated ability and willingness to work in cooperation with other members of a diverse team to ensure that the objectives of the team are achieved within the constraints of current policies and guidelines.
- The ability to logically analyse problems, assess alternatives and recommend and implement appropriate solutions, especially in relation to evolving computer based Information technology systems.
- Experience in Information Technology that allows the incumbent to analyse problems and recommend alternatives to enhance the business processes.
- Proven experience in the preparation of system documentation and user manuals.
- Experience in training and/or instructing staff in the use of computer software packages and data entry.
- Proven knowledge of computer software and hardware and of office procedures including procurement systems.
- Demonstrated interpersonal and communication skills of a high standard with the ability to provide an effective consultancy and ability to interact with staff and management at all levels on a statewide basis.
- Demonstrated skills in planning and negotiating and ability to determine priorities with limited direction whilst attending to a variety of assigned tasks of varying urgency and complexity.
- Demonstrated experience and ability in developing, planning and conducting training in groups and on a one to one basis for a large user base.

Desirable Criteria

- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of DCS organisational structure and the South Australian Justice system.