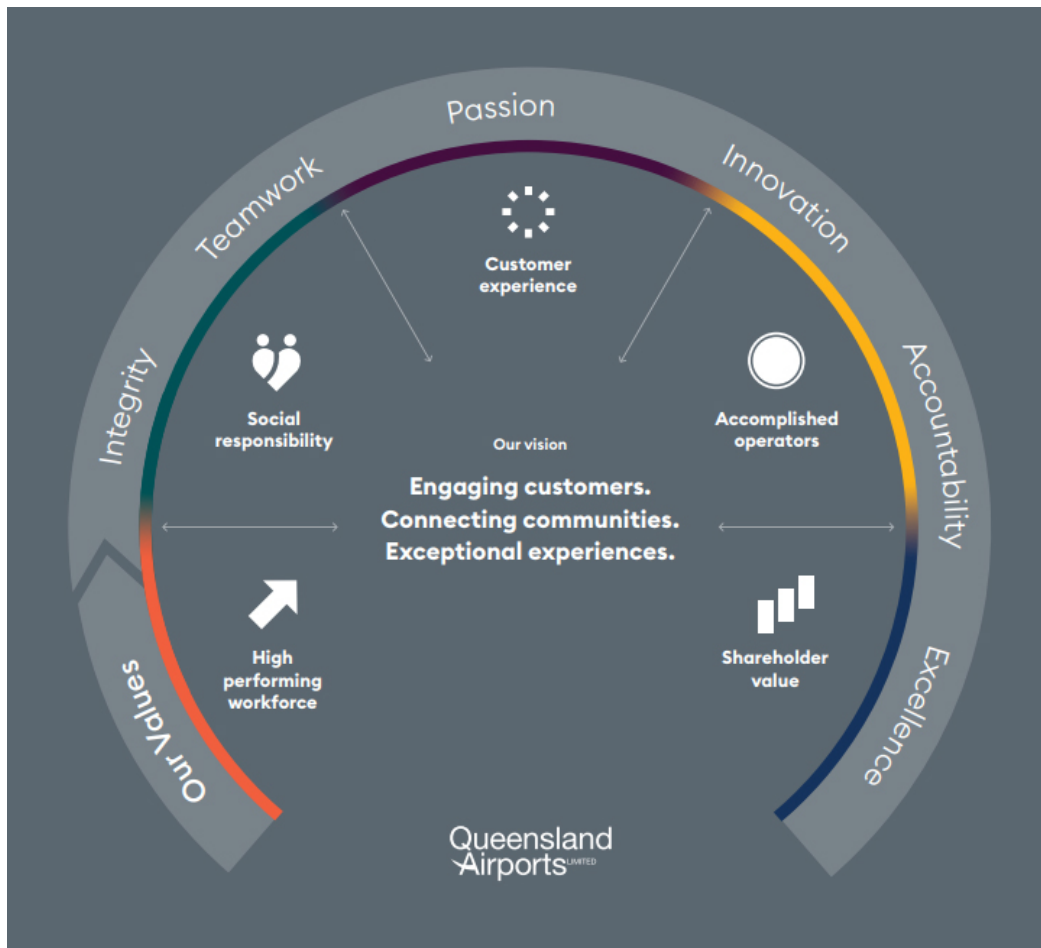


Queensland Airports Limited

Role Description



Our Vision defines our purpose. 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. Our Values influence the right behaviours when making decisions to achieve our Vision.

Position Title:	QAL Technology Graduate
Location:	Gold Coast
Department:	QAL Technology
Reports to:	Office of the GM Technology
Reporting to this position:	Nil

Position Purpose

The QAL Technology Graduate role has been developed to offer an opportunity for a recently graduated technologist to join the workforce in their chosen discipline. This role will provide a wide array of experience to learn all functions within an Information Technology team and develop skills for a long term role in the Information Technology industry.

Job Role Requirements

Objective 1: Service 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
- Coordination and administration of service management function

Objective 2: Application Support

- The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions
- 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

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
- Coordination and administration of Technology assets and updates to Technology Inventory and other databases as required

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
- Resolution provided through 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

Objective 5: Project Management Office

- Provide support and coordination to all project work
- Understanding of scheduling, resource administration and document collation and submission
- Organisation skills to manage timelines, budgets and other project administration activities

Objective 6: Architecture & Strategy

- Provide support and assistance in developing the Technology Architecture

- Provide support and assistance in developing the Technology Strategy

Objective 7: 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: Suppliers, 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, service management and customer service
- Microsoft excel, word, outlook experience and skills
- Quick learner who can 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)		
Reviewed by P&C (Signature and Date)		
Version:		Date: