

**Position Description**

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| **Position title** | Emergency Systems Officer |
| **Reports to** | Manager Emergency Systems |
| **Position type** | Permanent full time |
| **Direct reports** | Nil |

**About us**

*Marine Rescue NSW (MRNSW) vision: A world class volunteer rescue service to prevent injury and death on NSW waterways. Our mission: Saving lives on the water.*

MRNSW is an emergency service organisation operating under the State Emergency and Rescue Management ACT and protects the NSW community by providing marine search and rescue response, monitoring and responding to marine radio traffic and delivering safety education programs.

MRNSW is equipped with a contemporary fleet of rescue vessels and is embedded in local communities along the NSW coast and priority inland waterways. Backed by state-of-the-art technology and training, MRNSW is an industry leader in the southern hemisphere.

The heart of MRNSW is more than 3,500 active volunteer members, organised into 46 geographic units. We work with other emergency services, particularly the NSW Police Force, and promote boating and water safety through community events, education and engagement activities.

MRNSW is led by a Board of Directors. Our staff team provides support to Directors, members and units across operations & capability and corporate services.

**The position**

*Overview*

The Emergency Systems Officer is a member of the IT & Systems team and supports the Manager Emergency Systems to develop, implement and maintain state-wide radio communications and emergency services management systems.

This role will work in close co-operation with other members of the IT team and the Operational functional areas across the organisation.

The Emergency Systems Officer contributes in supporting MRNSW Communications activities through:

* Assisting with the management of the Marine Rescue radio network and associated technology systems for Marine Rescue Radio Bases and Rescue Vessels along the NSW coastline. *Note; some travel is required.*
* Assisting with the management of contractual obligations with external service providers that support emergency systems.

*Key responsibilities and accountabilities*

The position is responsible for:

* Supporting the MRNSW VHF marine radio network and associated systems.
* Supporting the ROIP network, including NBN services, Telstra MPLS, Public Safety Network and private radio systems.
* Coordinating and administering competitive procurement for suppliers and services related to MRNSW communications infrastructure.
* Contributing towards managing budgets for IT and radio network projects and expenses.
* Assisting in the maintenance and review of standard operating procedures (SOPs) related to MRNSW Communications and IT.
* Assisting with identifying and developing emerging technologies and systems that support marine communications.

*Skills and experience*

The Emergency Systems Officer will be a team-oriented problem solver who contributes to all aspects of MRNSW’s operational preparedness. This person looks for opportunities to learn and develop new skills, building a good knowledge of MRNSW’s work to contribute the achievement of organisational goals.

The Emergency Systems Officer has a commitment to a high standard of customer service, and a willingness and ability to perform a wide range of tasks. They contribute to the MRNSW team by enabling a supportive and safe working environment across all facets of communication systems and infrastructure.

The occupant of this position must hold a current driver’s license and current Australian citizenship or permanent residency.

*Expectations and authority*

The person occupying this role is expected to be a self-starter, operating under minimal supervision and be focused upon driving results to meet customer (volunteer) expectations. Marine Rescue has a small permanent staff supporting volunteers. A key expectation is the desire to deliver and if necessary assist on tasks that support communications and the delivery of services to the volunteer members. This may require out of hours and weekend work from time to time.

As part of the Corporate Services team, this position contributes to managing and implementing:

* MRNSW annual budget
* Our Business Strategy - Drive efficiency and effectiveness
* Our Service Strategy - Excellence in emergency services operations
* Our Organisation Strategy - ‘One Marine Rescue’
* Our People Strategy - Enhance education and engagement.

*Key relationships*

The key relationships of the position are with:

* The volunteer workforce
* General Manager IT and Systems
* Manager Emergency Systems
* IT Team
* The Operations functional area
* All MRNSW staff and members to act as a central contract point on assigned projects and activities
* Suppliers, contractors and service providers.

*Key challenges*

As part of the Corporate Services team, the person in this position works collaboratively to tackle key challenges including:

* Strengthening connections between staff and volunteers to reinforce a safety culture, improve communication, increase operational standards and increase engagement.
* Providing clarity on service delivery to volunteers and what ‘good service’ looks like, using this to align messages, coordinate work and make service quality consistent.
* Ensuring all our work supports effective service delivery including governance, systems, and ways of working including resource levels and allocation.
* Working in a matrix managed role and be able to successfully operate with multiple deliverables and priorities.
* Resiliency when managing critical situations.

**Selection criteria**

*Experience - Essential*

1. An interest and experience in implementing, supporting and coordinating technology systems including radio communications, and IP network systems
2. Proven ability to complete tasks within set timeframes, standards and budgets, with a track record of identifying and solving problems that might prevent tasks being completed
3. Ability to coordinate finances and documents, understanding and applying organisational policies and processes for record keeping and accounts
4. Strong interpersonal and communication skills with the ability to engage effectively, in writing and in person, with internal and external stakeholders

*Qualifications and skills - Highly desirable*

1. Familiarity with VHF/UHF radio systems, ideally with relevant qualifications
2. Practical experience in the maritime or emergency services sector
3. Understanding of the radio communications regulatory environment in Australia
4. Understanding of the telecommunications regulatory environment in Australia.
5. Network experience on IP systems (NBN services, MPLS, LTE and private microwave).