



## LES Position Description

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| <b>AGENCY</b>             | Department of Foreign Affairs and Trade                  |
| <b>POSITION NUMBER</b>    | VT022  |
| <b>POSITION TITLE</b>     | ICT and Human Resources Support Officer                  |
| <b>CLASSIFICATION</b>     | LE4  |
| <b>SECTION</b>            | Consular and Administration                              |
| <b>REPORTS TO (TITLE)</b> | Second Secretary and Senior Human Resources (HR) Officer |

### About The Department of Foreign Affairs and Trade

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high-quality overseas aid program and helping Australian travellers and Australians overseas. The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional and bilateral interests.

### About the position

Under general direction the Second Secretary and Senior HR Officer, the ICT and HR Support Officer is responsible for maintaining the post computer and communications equipment in a secure and optimum operational state and providing HR support to the Embassy.

### Key responsibilities of the position include but are not limited to:

- Managing DFAT's unclassified IT system accounts in Laos, consistent with DFAT IT and security policies and procedures.
- Work independently and with limited supervision to provide ICT support to the Embassy, including by:
  - Providing service desk support to DFAT and partner agency staff, including the set-up of new user accounts.
  - Organising and setting up IT and communications equipment for video and telephone conferences, PowerPoint presentations and workstation setup for new staff.
  - Managing and maintaining IT and communications equipment for the Embassy and at A-Based residences, including equipment stationed at A-based residences for contingency purposes.
  - Liaising with users, the Global Support Centre and other Canberra support staff, Regional Technical Officers and IT suppliers to identify and resolve network and user issues.
  - Managing mobile phones and communication requirements at the Embassy including the negotiation of service contracts with local telecommunications service providers for A-based residences.
- Providing HR support to the Senior HR Officer, including by:
  - Assisting in providing support across recruitment, appointment, induction, and probation processes. This includes:
    - managing LES medical examinations (pre-employment, work pass requirements, and biennial medical checks).

- approaching the market to arrange workers compensation and health insurance for LES.
- maintaining comprehensive electronic employee personal files and central HR records as required.
- Assisting in managing LES leave and payroll-related enquiries, including processing monthly timesheets, leave applications, overtime claims, and termination calculations.
- Supporting the Senior HR Officer in monitoring and meeting key deadlines related to LES probation periods and contract renewals.
- Providing administrative support to ensure annual compliance processes are completed by A-based and LES, including Mandatory Training, Australian Taxation Office Declarations, DFAT networks and application training and Conflicts of Interest Declarations.
- Assisting in updating LES HR forms, templates, guides, and procedures, and ensure these are accessible on the Embassy Teams platform and EDRMS.
- Other ad hoc admin and HR duties including acting as a Senior HR Officer as required

#### **Required Qualifications/Experience/Knowledge/Skills**

- Demonstrated expertise in the management and review of Information and Communication Technology (ICT) issues within a corporate environment
- Demonstrated ability to contribute to the development of solutions across a range of different corporate and HR issues.
- Demonstrated ability to undertake research and analysis particularly on subjects that relate to Lao labour law
- High level organisational skills, reliability and a demonstrated commitment to teamwork.
- Proficiency with verbal and written communication in both English and Lao.