

## Position description

<b>Position</b>	Senior Technical Analyst
<b>Functional Area</b>	Dispute Resolution
<b>Reporting to</b>	Technical and Regulatory Specialist
<b>Direct Reports</b>	None
<b>Classification</b>	Grade 3
<b>TIO Values</b>	Integrity Collaboration Excellence

## Organisation overview

The Telecommunications Industry Ombudsman (the TIO) offers a free and independent service for resolving complaints about telephone or internet services. Most complaints that come to the TIO are resolved between the parties. To resolve complaints, the TIO uses a wide range of dispute resolution techniques including conciliation and investigation.

The TIO was established in 1993 and legislation requires telco providers to join the scheme. The TIO is not for profit, and independent of the Government, telecommunications companies, and consumer groups.

The TIO purpose is to provide an effective and efficient dispute resolution service for the telecommunications industry that complies with the Benchmarks for Industry based customer dispute resolution schemes. Achieving the purpose will contribute to enhanced community confidence in the telecommunications industry.

The TIO has four key strategic goals:

1. To provide an independent dispute resolution service that is efficient and effective without compromising integrity.
2. To collaborate, inform and educate stakeholders to reduce complaints and improve telecommunications services.
3. To be known, respected and accessible.
4. To build a resilient and sustainable organisation and infrastructure.

## Team overview

Reporting to the Assistant Ombudsman Dispute Resolution, the Dispute Resolution area conciliates and investigates unresolved disputes.

## Position purpose

The role of the Senior Technical Analyst is to provide support to the Technical and Regulatory Specialist in relation to technical aspects of unresolved complaints and to provide advice and guidance to dispute resolution staff, Technical Analysts and the Assistant Ombudsman Dispute Resolution.

The Senior Technical Analyst will handle particularly complaints involving technical issues, such as faults or connection delays.

The Senior Technical Analyst assists in preparing training and delivering training to staff, including in induction for new staff and for the Graduate Certificate in Dispute Resolution (Industry).

## Key responsibilities

<b>Guidance &amp; Support</b>
<ul style="list-style-type: none"> <li>• Provide guidance and support to the Ombudsman, Dispute Resolution staff and Technical Analysts in relation to technical aspects of unresolved cases</li> <li>• Provide training to staff as part of the Graduate Certificate in Dispute Resolution (Industry) and staff induction</li> <li>• Provide support to the Technical and Regulatory Specialist, including research and preparation of information for the TIO's Knowledge base</li> </ul>
<b>Case management</b>
<ul style="list-style-type: none"> <li>• Manage a caseload of technical cases</li> <li>• Prepare decisions for unresolved cases</li> <li>• Provide quality assurance for technical aspects of TIO decisions</li> </ul>
<b>Workplace Health and Safety</b>
<ul style="list-style-type: none"> <li>• Comply with all legislative requirements in respect to the Workplace Health and Safety. Including understanding the responsibilities and accountabilities you have towards to yourself and others in accordance with the legislation, TIO policies and procedures and in promoting a working environment consistent with these laws and guidelines.</li> </ul>

This position is required to undertake other duties and projects as directed.

## Person specification

The following describes the knowledge, skills, personal attributes and experience required to complete the inherent requirements of the role.

<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Good knowledge of the Australian telecommunications sector</li> <li>• Problem solving skills and the ability to collate and analyse information.</li> <li>• Ability to communicate complex information in writing, logically and persuasively and in plain English.</li> <li>• Ability to coach staff in technical aspects of complaint management</li> <li>• Highly developed verbal communication skills.</li> <li>• Ability to make decisions impartially</li> <li>• Computer literate and highly competent in the use of MS Office suites.</li> </ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in a relevant technical discipline</li> <li>• Qualification in law or dispute resolution</li> <li>• Experience in telecommunications technology</li> <li>• Certificate IV in Training and Assessment (desirable)</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal skills</li> <li>• Ability to analyse complex technical documents and information</li> <li>• Ability to write clear and impartial decisions involving technical details</li> <li>• Experience in conciliation or mediation</li> <li>• Organized and able to manage own time effectively.</li> <li>• Demonstrated ability to work both independently and as part of a team.</li> <li>• Ability to maintain independence and act in a professional and diplomatic manner with stakeholders.</li> <li>• Ability to present training sessions to staff.</li> <li>• Ability to develop effective working relationships across all levels of an organisation; both internally and externally.</li> </ul>

**Further considerations****Confidentiality**

This position is bound by strict confidentiality requirements and must ensure that the confidentiality and privacy of the individual consumer and staff member is respected and maintained at all times. Any breach of confidentiality may result in dismissal.

**Equal Opportunity**

The office of the TIO is an equal opportunity employer and promotes diversity, equality and a harassment free work place. Applications from people with a disability are encouraged.