



## POSITION PROFILE

**Classification:** PROFESSIONAL OFFICER, GRADE 2  
**Position No:** CA09714  
**Position Title:** SERVICES SUPPORT  
**Division:** IPS RADIO AND SPACE SERVICES  
**Branch:**  
**Section:** SERVICES  
**Location:** NSW  
**Security Classification:** Protected

**Contact Officer:** Garth Patterson on (02)9213 8035

**Selection Documentation Officer:** Barbara Tudman on (02)9213 8000 or e-mail [recruitment@ips.gov.au](mailto:recruitment@ips.gov.au)

### About the Position

The IPS Services Section is a small team of people providing spaceweather services and acquiring customer feedback for IPS. The section is also responsible for providing the IPS HF Radio Communication Course to customers on a regular basis, and the operation of the Australian Space Forecast Centre. As the section is small a flexible approach to work and tasks is desired. Training will be provided for course presentation and forecasting duties.

The successful applicant for this position will have a relevant degree in science with some computing experience, and good communication, organisational and information management skills. The applicant must demonstrate the ability to be able to work as a member of a team, in a technical environment. Good presentation and public relations skills are also highly desirable. Some domestic travel to major Australian capital cities as part of the IPS Customer Visit Program, and HF Radio Propagation Course is also required.

### Main Functions of the Position

- Coordinate the IPS customer contact program to monitor customer satisfaction, collect market intelligence and identify opportunities for new services.
- Coordinate and maintain the IPS customer services web page development and monitor IPS website usage.
- Develop, maintain and implement the IPS Marketing and Information Plans
- Promote and report on marketing and customer focus activities within IPS and facilitate access to IPS services.
- Oversee the IPS Services customer database, ensuring accuracy and completeness of data.
- Present the IPS HF radio propagation course as required.
- Act as IPS Duty forecaster when required.

### Selection Criteria

#### Essential Criteria

- A relevant degree in science
- Good computer skills with some exposure to mainstream computer programs and languages, such as spreadsheets, databases, php, and HTML.
- An understanding of the importance of customer service and product quality.

#### Desirable Criteria

- Excellent communication and presentation skills
- An interest in developing spaceweather and HF communication skills and knowledge
- The ability to organize meetings and meet deadlines
- A flexible attitude towards work and willingness to take on new challenges.
- Well developed skills in: communication; research and analysis; and problem solving
- In accordance with equity provisions and participative work practices, the ability to work with only minimal guidance to help establish and maintain projects and provide ideas to help to achieve organisational goals

**Closing date for applications is 7 May 2006. Applications (including addressing all the selection criteria) are to be emailed to – [recruitment@ips.gov.au](mailto:recruitment@ips.gov.au).**