Job Description Form

1.1 Job descriptions and accountabilities for management and employees

It is important that each employee in the business has a clear job description. The job description will say what each employee must do in their job. This gives a structure and clear accountabilities for people who work for your business. Job descriptions are also used for setting wages and assessing how employees are performing. A Role or Job Description will normally include:

- duties;
- responsibilities and accountabilities of the role;
- most important contributions and outcomes needed from a position;
- required qualifications and experience of candidates; and
- reporting relationships to managers and co-workers.

An Example Job Description Form (JDF) can be found at **Appendix D9**.

1.1.1 Job descriptions

What does it mean?

'*Job descriptions*' are written statements that describe the:

- duties,
- responsibilities,
- most important contributions and outcomes needed from a position,
- required qualifications of candidates, and
- reporting relationship to managers and co-workers.

Formal, specific job descriptions are a very effective fraud prevention tool. These descriptions should spell out exactly what is expected of each employee and should make clear that employees should not perform duties outside their job description.

A business should create job descriptions that reflect the important principle of separation of duties. For example, employees with physical control over an asset should not also keep the records relating to that asset (as this will only make it easier for them to cover up the fraud). Segregate all other especially sensitive duties (e.g. purchasing and cheque signing).

An example Job Description Form can be found at **Appendix D9**.

D11 Example Job Description Form – IT Support Engineer

How to use this template

This document is an example of the type of document that an Indigenous business could use as the basis of job description form (JDF) for the positions that exist within their organisation. It is important to note that each JDF is likely to be different given the different nature of positions that exist within a company. However, this template provides a starting template that a company can tailor to their own needs.

Note - This document is an example and may not be appropriate for all businesses.

[INSERT COMPANY NAME] **Job Description Form – [INSERT POSITION]**	
Job title: IT Support Engineer	
Work Location: Port Hedland	
Division/Department: IT Section	
Reports to: Reports to the Manager of Customer Service Technical Support	
■ **Full-time** ☐ **Part-time**	

Essential Duties and Responsibilities:

IT Support Engineer for [INSERT COMPANY NAME]'s Western Australian operations. Candidate will possess a broad technical knowledge of analogue, digital and VoIP voice services; IP networking; and data service provision. Candidate will be highly experienced in providing excellent customer service and problem escalation/resolution.

Primary Job Functions:

Provide IT support to xxx company employees. Provide troubleshooting and technical support via phone, web based tools and email. Advise employees and contractors regarding the product's proper use and address specific user issues.

Required Skills:

- Strong understanding of xxxx applications and xxxx configuration.
- Strong technical and analytical skills.
- Solid experience in problem analysis and resolution of software problems.
- Proven ability to function in a self-directed environment.

- Must excel in a fast-paced, agile environment where critical thinking and strong problem solving skills are required for success.
- Innovative thinker who is positive, proactive, and readily embraces change.
- Ability to handle clients professionally during all interfaces.
- Sales support to help resellers and end users select, optimal installation configurations in a complex network environment.
- Strong written and verbal communication skills.

Desired Skills:

Experience in troubleshooting and IT support.

Experience:

2+ years of Telecom and Networking experience in a technical support/help desk environment.

Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- IT degree qualification
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices

Financial delegations

[*List any financial delegations that are associated with the post (e.g. if they have purchasing authorisation up to a certain $ limit)]*

Physical Requirements:

What is physically required to perform the daily tasks and job duties? Be specific. Some examples are:

- *Ability to safely and successfully perform the essential job functions consistent with state and local standards, including meeting qualitative and/or quantitative productivity standards.*
- *Ability to maintain regular, punctual attendance consistent with the state and local standards*
- *Must be able to lift and carry up to 25 KG*
- *Must be able to talk, listen and speak clearly on telephone*

Print Employee Name: Joe Bloggs

Employee signature: **Date:**