

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Operational Fleet Technical Officer

Location: North, South and Central Region Depots

Classification: Technical Officer Grade 4

Reports to: Senior Director, Fleet, Business, Planning and Strategy

Position number: A03900

Date last reviewed: September 2026

Division: Transport, Territory and Municipal Services (TTMS)

Position requirements: See Compliance Requirements/Qualifications.

Business unit: Fleet Services

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) bring together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

Transport, Territory and Municipal Services

Transport, Territory and Municipal Services (TTMS) delivers essential services Canberrans rely on each day including integrated public transport and public libraries as well as providing administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen.

Transport Canberra (TC) is responsible for the management of Canberra's integrated public transport network, including a bus fleet of around 450 buses. TC also oversees the contract management of Light Rail under a public-private partnership between Canberra Metro and the ACT government. TC currently employs over 1,000 employees and develops public transport policy and delivers a range of services to support the successful delivery of public transport services including bus scheduling, purchasing of bus assets and the delivery of an integrated public transport ticketing system.

BUSINESS UNIT OVERVIEW

The Fleet Services team delivers all tasks associated with the maintenance, repair and operational readiness of Transport Canberra's commuter bus fleet which currently exceeds 450 in-service vehicles. The team consists of skilled non trades and skilled trades staff performing a variety of roles including vehicle cleaning and fuelling activities, heavy vehicle mechanical maintenance and repair, vehicle exterior and interior panel repair, vehicle refinishing and electronic equipment repair.

General maintenance and repair activity are carried out within the Operational Depots which is supported by the Major Unit Overhaul Workshop that perform major accident repairs, vehicle interior and exterior refurbishment, engine and transmission reconditioning services. The workshops are supported by inventory and supply sections co-located with the workshop ensuring the supply of all components and materials required to support vehicle maintenance and repair operations.

The Transport Canberra Fleet Services team is focussed on providing a high level of customer service and sustainable transport outcomes by providing clean, safe and on-time availability of bus fleet to meet network operational requirement.

POSITION PURPOSE

The position undertakes a range of technical support and training of Transport Canberra maintenance staff and reports to Government on a range of subjects relating to the bus industry and Transport Canberra vehicle maintenance. Reporting to the Senior Director Manager, Fleet Services the Operational Fleet Technical Officer is a part of the Transport Canberra Fleet Services team. The Operational Fleet Technical Officer carries out reviews and audits of maintenance systems, along with technical projects and management of technical programs to support the integration of new buses into the fleet. In addition, the Operational Fleet Technical Officer supports business objectives to ensure timely and efficient fleet support is met whilst working

closely with key shareholders of Transport Canberra. Furthermore, the Operational Fleet Technical Officer is required to attain certification against current Fleet technologies.

DUTIES / RESPONSIBILITIES

1. Provide technical support and training to Transport Canberra maintenance staff.
2. Implement the development of Policy and Standards including the maintenance of Engineering Systems and oversee Engineering Projects.
3. Report on fuel oil and coolant consumption implementing monitoring programs in respect to Transport Canberra's fleet. Provide accurate recording and reporting of usage throughout fleet vehicles.
4. Provide Technical advice and reports to Government on a range of subjects relating to the Bus Industry and Transport Canberra vehicle maintenance.
5. Undertake technical training carry out reviews and audits of maintenance systems.
6. Undertake audits of Transport Canberra Fleet vehicles, ensuring all inspections and maintenance work carried out comply with NHVR regulations, OEM specifications, and Transport Canberra's standards.
7. Carry out technical projects and manage technical programs with ongoing support as required, coordinate and provide technical support for the integration of new buses into the fleet.
8. Advise on subject matter for procurements of goods for the maintenance requirements of Transport Canberra buses to enable the development of contracts with Transport Canberra's major suppliers.
9. Maintain computer databases and pertaining to the running of Transport Canberra's fleet. Assist with the maintenance of Transport Canberra's Computerised Maintenance Management Systems (CMMS).

For Everyone: Follow work health and safety procedures diligently. Take responsibility for your own safety and the safety of those around you.

For Supervisors: Implement the CED work health and safety management system effectively. Ensure the safety of yourself and those under your supervision by taking reasonable care.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Sound technical knowledge and ability to interpret complex technical matters pertaining to fleet maintenance standards, detailed knowledge of workshop facilities, heavy vehicle maintenance practices and technical aspects of the automotive industry.
2. The ability to prepare complex technical reports and evaluation documentation and keep detailed records of fleet modification proposals and design changes.

3. The ability to be self-motivated, have a proactive approach to problem solving and an adaptable approach to workload to deliver high-quality outputs under tight timeframes.
4. Appropriate Tertiary Qualifications in Automotive/Heavy Vehicle Maintenance and the ability to carry out technical training to Transport Canberra staff relating to Transport Canberra Fleet. Management of TIMS record systems for the integration of new fleet vehicles and recovering historical reports.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Drivers Licence (C-class) is mandatory with the ability to obtain a HR class.
- Relevant recognised trade qualifications and or certificates are mandatory.
- Experience in the industry or an understanding of the heavy vehicle maintenance.
- A pre-employment criminal history check will be conducted.
- This position requires a pre-employment medical.
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Operational Fleet Technical Officer (position number A03900) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently
<i>The position in an activity-based work environment</i>	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Occasionally
Rostered shift work	Never
SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally

Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally