

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Maintenance Technician

Location: Mitchell, ACT

Classification: CLS 6

Reports to: Maintenance Manager

Position number: P27225

Position Status: Permanent

Division: Transport Canberra and Business Services

Position Hours 38

Date last reviewed: 04/11/2025

Business unit: Capital Linen Service

Position requirements:

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings 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 Canberra and Business Division

Transport Canberra & Business Services (TCBS) 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

Capital Linen Service (CLS) operates as a commercial business unit within the ACT Government's Transport Canberra and City Services Directorate.

We have extensive experience and knowledge of the linen hire and laundry services industry and have been delivering linen services and operating an industrial factory across the Canberra region since 1978, servicing more than 120 clients in Canberra and its surrounds.

Our people are our biggest asset and are what make us a great place to work! We take pride in our commitment to deliver the highest standards of quality and reliability and enjoy a healthy team culture.

You can find out more about us by checking out our [website](#)

POSITION PURPOSE

The Maintenance Technician works in a small team and reports to the Maintenance Manager. The role is critical to support the laundry operations by ensuring a safe and efficient production environment through the effective management of reactive and preventative maintenance.

DUTIES / RESPONSIBILITIES

The Maintenance Technician will work collaboratively with Operational staff to ensure a safe and effective repairs and maintenance function by:

- Undertaking reactive and preventative maintenance duties as directed.
- Ensuring all maintenance works undertaken are completed on time, to a high standard and in line with CLS maintenance policy, procedures, quality standards and ensure that works are performed in accordance with SWMS, SOPs, industry best practice and WHS processes and practices.

- Conducting timely investigations into equipment breakdowns as directed, identifying cause of failure, and providing recommendations and conducting repairs.
- Escalating and reporting major breakdowns or identifying risks to the Maintenance Manager, communicating with other key stakeholders and co-ordinating repairs works with internal and external contractors in line with operational requirements as directed.
- Undertaking Preventative & Planned Maintenance in line with the manufacturers' recommendations and/or CLS preventative maintenance schedules.
- Conducting routine inspections of equipment working condition, reporting issues, and providing recommendations for improvement.
- Ensuring that operator maintenance is being performed as per procedure and reporting to the Maintenance Manager if any issues are identified.
- Working cooperatively with the Production Team when responding to maintenance requests ensuring that work is conducted on time to ensure business operations are not disrupted and customer requirements are met.
- Responding to and updating MEX system requests ensuring accuracy and completeness of data.
- Provide status reports on equipment and outstanding maintenance actions to the Maintenance Manager.
- Assisting with projects including working with the maintenance team or external contractors as directed.
- Contributing to monitoring and maintenance of the spare parts inventory.
- Undertake administration tasks as directed using relevant tools and technology such as: mobile ICT devices (including mobile phones, tablets and 2 ways radios).
- Participate in incident investigations and assist with the development of recommendations.
- Follow work health and safety procedures diligently. Take responsibility for your own safety and the safety of those around you.

Capital Linen Service provides a critical service to the hospitals of the ACT and as such maintenance requirements of the facility are to ensure operational functionality across 6 days a week and possibly 7 based on production requirements. A member of the Maintenance team is rostered on site during all operating hours.

SELECTION CRITERIA (CAPABILITIES)

Note: Please address the Professional/Technical/Behavioural skills when applying for this role.

Professional / Technical Skills

- Recognised trade or tertiary qualification in a mechanical or electrical field.
- Experience with and knowledge of the operations and equipment of a commercial laundry or similar industrial operation.
- Demonstrated experience and sound judgment in assessing, prioritising, and undertaking both reactive and preventative maintenance, in a safe, process-compliant, efficient, and customer focused manner with minimal operational disruptions.

Behavioural Skills

- Demonstrated ability to effectively engage with stakeholders and effectively manage relationships and expectations, including the capability to problem solve, promote a positive workplace culture of care, kindness and respect whilst meeting the outcomes of a highly operational workforce.
- Good communication, liaison skills, and customer service focus, in the facilitation of works, equipment maintenance, and business continuity with minimal disruption to operations and customers.
- Demonstrated understanding and commitment to the TCCS Values framework, workplace respect, equity and diversity framework, workplace health and safety best practise.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Recognised trade or tertiary qualification in a mechanical or electrical field.
- Experience in a manufacturing or processing workplace.
- Driver's licence Class C is essential.
- Must be available to work mornings or afternoons, and perform overtime (scheduled and unscheduled) inclusive of weekends and public holidays.
- This position requires a pre-employment medical.
- This position does not require a Working with Vulnerable People Check.
- 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.

Desirable Qualifications

- Working with Heights ticket
- Elevated Work Platform ticket
- Asbestos Awareness
- Forklift licence
- Confined Space ticket

Should the candidate not hold the above qualifications, training may be provided.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Maintenance Technician (Position Number P27225) and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Occasionally
General computer use/in field technology	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Never
Standing for long periods	Frequently
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
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	Frequently
Requirement to work overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Never
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Never
Climbing	Frequently
Reaching	Frequently

Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

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

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently