

POSITION DESCRIPTION

Position Title:	CMMS Client Support Officer
Cluster / Business Unit / Division	Asset Management and Services
Section or Unit:	Maintenance Transformation
Classification:	Band 5
Job Family:	Engineering & Technical
Position Description Number:	PD-1491
Work Contract Type:	Technical
STEMM/NON-STEMM:	STEMM

POSITION PURPOSE

The **primary objective** of the CMMS (Computerised Maintenance Management System) Client Support Officer role is to co-ordinate the planning and master data maintenance within the SAP Computerised Maintenance Management System. Further, leading the Integration of divisional client needs and the handover of new projects into the Computerised Maintenance Management System (CMMS).

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

The ANSTO Maintenance and Engineering (AME) business area is dedicated to enhancing and maintaining ANSTO's facilities and environs for operational reliability and providing a range of customer services to support ANSTO's research, business activities and projects at the Lucas Heights Science & Technology Centre and at the Synchrotron in Melbourne.

There are 5 x main business units within the broader AME group:-

- Engineering Capital Programs and Delivery,
- Facilities Contracts Planning and Delivery,
- Active Maintenance support,
- Development Workshop and
- Site(s) Maintenance and Transformation.

The role sits within the latter who plan and conduct plant maintenance, manage and implement plant modification projects, and maintain engineering documentation so as to optimise the reliability and availability of production and associated systems, ensuring ongoing compliance with safety, regulatory and statutory requirements.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

The key accountabilities for this position include:

- Support and promote the usage, development and effective functioning of the ANSTO CMMS.
- Integrate divisional clients need into CMMS:

- a) Facilitate the development of appropriate maintenance plans in the CMMS by working with Asset Managers to identify System Strategists with expertise in applicable asset classes.
 - b) Working with divisional clients to identify key stakeholder training requirements to operate within the system and support the post training period through co-ordinating template and transactional set-up type activities.
- Establish and maintain records of resource requirements, scheduling of particular maintenance activities, maintenance frequency and relevant regulatory and statutory requirements for the production of radiopharmaceuticals in the CMMS.
 - Be responsible for the recording, tracking and co-ordination of maintenance scheduling for all equipment and facilities required for the production of radiopharmaceuticals to meet regulatory, statutory and audit requirements, inclusive but not limited to cataloguing, photographing and labelling.
 - Facilitate Planner review and handover of current and new equipment and facilities to ensure servicing requirements are incorporated into existing or new maintenance plans.
 - Establish quality working relationships and ongoing communication with clients, including the provision of plans, schedules and reports.
 - Contribute to CMMS projects and initiatives by driving continuous improvement CMMS performance and integrity.
 - Assist in the tracking of performance against agreed KPI's and SLA's including producing reports from the CMMS.
 - Request and test configuration changes to meet operational needs including UAT (User Acceptance Testing) and SIT (System Integration Testing) requirements.
 - Undertake additional duties as required and during periods of leave of other staff.

Decision Making

- This position works within the broadly defined framework of AME, acts as part of the Asset Manager Support and Service Provider functions and acts in both a tactical / operational manner as well as strategic.
- The position works within a framework of legislation, policies, professional standards and resource parameters. Within this framework the position has some independence in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations, project planning and allocation of resources.
- The position is fully accountable for the accuracy, integrity and quality of SAP CMMS master data, as well as the advice provided to CMMS users and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice.
- Determine key work priorities within the context of agreed work plans and will consult with the broader CMMS team on complex, sensitive and major issues that have a significant impact on the (section/unit).
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

The major challenges for this position include:

- Prioritising workload where there are multiple regulatory and customer requirements and unplanned activities required to be completed within tight timeframes.
- Maintaining CMMS for a production environment in accordance with regulatory, statutory and audit requirements.

- Keeping abreast of software and technological changes given the amount, rate and scope of change.
- Maintain up-to-date knowledge of the latest developments and best practice for SAP CMMS functionality.

KEY RELATIONSHIPS

The CMMS Client Support Officer reports to the Manager, Site(s) Maintenance and Transformation. The role works closely with Project Planners, divisional Asset Managers, Major Project Managers, and Asset/System Strategists.

The position's key internal customers are all units within AME and divisional contacts who have a stakeholding in the CMMS. External customers include a variety of suppliers, contractors, ARPANSA, TGA auditors, as well as software vendors for specialised technical advice and support as well as trade or equipment focussed service providers.

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none"> • Receive guidance and direction from Manager, Site(s) Maintenance and Transformation. • Provide expert, authoritative and evidence-based advice • Provide regular updates on key tasks, issues and priorities • Provide quality outcomes Undertake additional duties as required and during periods of leave of other staff.
Work area team members	<ul style="list-style-type: none"> • SAP CMMS Client Support Officer peer • RCM Leader • SAP CMMS Coordinator • Manager, Contracts, Planning and Delivery (and delegates) • Manager, Active Maintenance and Support (and delegates) • ANSTO-wide Project, Process and Maintenance Planners While providing, <ul style="list-style-type: none"> • Expert advice and analysis on a full range of matters • Contributions towards group decision making processes, planning & goals • Collaboration and sharing of accountabilities • Negotiation and resolve conflicts
Indirect Reports (project teams)	<ul style="list-style-type: none"> • Provide expert advice, guidance, and support • Collaborate and share accountability • Contribute to Community of Practice type activities • Contribute to group decision making processes, planning and goals • Identify, negotiate and resolve technical conflicts
Other Business Areas (Enterprise-wide)	<ul style="list-style-type: none"> • Develop relationships with Clients and staff in all areas of ANSTO to facilitate successful delivery of site projects
External	
Regulators	<ul style="list-style-type: none"> • Work within agreed conditions of external regulators including ARPANSA, Comcare and the TGA when required

POSITION DIMENSIONS

Staff Data

Reporting Line	Reports to the Manager, Site(s) Maintenance and Transformation. The position works with the broader CMMS community across the organisation
Direct Reports	Nil. The position has no direct reports however, influences and guides system users across the organisation.
Indirect Reports	Nil. The position has no indirect reports however, influences and guides system users across the organisation.

Financial Data

Revenue / Grants	Nil
Operating Budget	Nil
Staffing Budget	Nil
Capital Budget	Nil
Assets	Nil

Special / Physical Requirements

Location:	Predominately within the Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety

Specific role/s as specified in <u>AP-2362</u> of the ANSTO WHS Management System	<p>All Workers are responsible for undertaking their activities in a safe manner and cooperating with OHSE requirements of their division to improve OHSE in their workplace by;</p> <ul style="list-style-type: none"> • Reporting unsafe work practices, equipment, incidents and near misses; • Working safely to reduce risk to self and others; • Using appropriate controls; and • Taking a proactive approach to OHSE.
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ORGANISATIONAL CHART

See org chart on file.

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree in a relevant discipline (Engineering, project management etc.) or Diploma and equivalent experience.
2. Experience with SAP module specifically Plant Maintenance (PM).
3. Completion and/or willingness to complete SAP certified training in the required modules.
4. Experience with Good Manufacturing Practice (GMP), Therapeutic Goods Administration (TGA), Federal Drug Authority (FDA) and knowledge of relevant nuclear and pharmaceutical production regulations and legislation.

5. Experience in the use of various CMMS's and techniques.
6. Experience in managing and planning maintenance activities.
7. Demonstrated ability to effectively communicate to a wide audience including tradespeople, professionals, and management.
8. Strong attention to detail and customer service focus.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Warren Steele	Name:	Con Lyras
Title:	Manager, Site(s) Maintenance and Transformation	Title:	Group Executive, Engineering and Capital Programs and Chief Engineer
Signature:		Signature:	
Date:		Date:	

Appendix 1

ANSTO Job Families
Accounting & Finance
Administration
Communications & Marketing
Compliance & Regulation
Engineering and Technical
Human Resources
ICT & Digital Solutions
Information & Knowledge Management
Legal
Manufacturing
Monitoring & Audit
Operations
Organisational Leadership
Project & Program
Research
Science
Security & Intelligence
Senior Executive
Service Delivery
Strategic Policy
Trades & Labour