

Executive Support/LANA Assistant – Nuku’alofa – November 2017

Agency	Department of Foreign Affairs and Trade
Position Number	20327
Title	Executive Support/Local Area Network Administrator (LANA) Assistant
Classification	LE3
Section	Administration
Reports to (title)	Senior Administrative Officer (SAO)

About the Department of Foreign Affairs and Trade (DFAT)

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia’s security, enhancing Australia’s prosperity, delivering an effective and high quality overseas aid program and helping Australian travellers and Australians overseas.

The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia’s pursuit of global, regional and bilateral interests.

About the position

Under direction, the Executive Support/LANA Assistant is responsible for providing administrative support to the High Commissioner, coordinating travel arrangements, undertaking financial delegations and maintaining IT systems and equipment.

The key responsibilities of the position include, but are not limited to:

- Provide executive support to the High Commissioner. Includes, coordinating meetings, managing schedules, organising travel, maintaining contacts database and acquittals
- Provide general administrative support, includes assisting with the preparation of official functions, participation in asset stocktakes, back up High Commissioner driver, and assisting in the provision of consular services
- Provide financial services support to the Accounts Manager, perform monthly bank reconciliations, and perform Cashier services when required
- Coordinate travel bookings and prepare movement requisitions for approval
- Provide first level ICT and troubleshooting support to all staff
- Maintain IT equipment, configure new laptops, test radio and satellite phone systems and create new user profiles
- Manage and maintain the High Commissions unclassified IT and communications network
- Manage and maintain the electronic records management system
- Conduct annual stocktakes of ICT assets

Qualifications/Experience/Selection Criteria

- Qualifications and/or demonstrated experience working in an international office environment
- High level written and oral communication skills in both English and Tongan

- Strong organisational skills, including the ability to handle and prioritise multiple tasks whilst maintaining attention to detail
- Strong ICT and computer literacy skills including Microsoft Office, databases and record management systems
- Administrative experience and strong customer service skills
- Excellent time management skills
- Ability to develop positive and cooperative relationships with all stakeholders, and an ability to work effectively in a small team