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| **Agency** | Department of Foreign Affairs and Trade |
| **Location** | Australian Embassy, Beijing |
| **Position Number** | BJ1-057 |
| **Position Title** | ICT Administrative Support Assistant |
| **Classification** | LE3.1 |
| **Section** | IT Services  |
| **Reports to (title)** | ICT Manager  |
| **Status** | ongoing, Full-time |
| **Gross Annual Salary**  | RMB 147,580.03 (plus loading if applicable) |

**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 the general supervision of the ICT Manager, the ICT Administrative Support Assistant supports the ICT Manager in delivering administrative services to users of the Embassy’s IT and communication systems. Through the delivery of strong client services skills, the ICT Administrative Support Assistant will provide troubleshooting support and advice to Beijing based staff.

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

* Set up and maintain functions including video conferencing facilities (e.g., Teams, Webex), AV equipment and manage desktop installations and upgrades to the Windows operating system.
* Manage simple purchasing and contract management related to ICT hardware including procuring mobile phone SIM cards and processing/auditing the monthly mobile phone bills in accordance with relevant procurement policies.
* Maintain the email distribution directory and update the Embassy intranet, ensuring that relevant documents are uploaded in a timely manner.
* Manage and maintain ICT hardware list including desktops, laptops, printers, consumables, tablet devices and undertake appropriate records management.
* Deliver IT services and serve as the first level support for users as part of the post’s helpdesk function, providing assistance in trouble shooting and support for Desktop, Office and other software.
* Liaise with Canberra Global Support to log service requests and monitor the process to assist officers effectively.
* Provide support for high level visits to China including office set-up and visit coordination.

**Required Qualifications/Experience/Knowledge/Skills**

* Good oral and written communication skills in English and Mandarin is essential.
* Well-developed people skills and the ability to work effectively in a team environment or independently to deliver high-level client services.
* Ability to perform administrative processes using computerised systems and to prepare and maintain records within such systems.
* Demonstrated initiative and flexibility with the ability to set priorities and problem solve.
* Demonstrated strong organisational skills.
* Ability to liaise with staff at all levels within the mission, as well as external providers.
* Knowledge and practical experience in the use of computer operating systems and commonly used commercial software packages such as:
	+ Latest Microsoft Desktop operating systems including Office and Teams.
	+ Strong desktop and peripheral devices troubleshooting skills, e.g. printers.
	+ Video conferencing software such as Webex or Teams.

## What the Australian Embassy offers

* Attractive remuneration package that includes performance bonuses, additional insurance coverage, 14 public holidays and generous leave provisions.
* A secure workplace which priorities employee safety, and a diverse and inclusive workplace is actively promoted.
* Opportunity to work in a diplomatic mission and interact with colleagues from a broad range of interesting areas.
* Opportunity to learn new skills and meet unique challenges.

**How to Apply**

Your application, written in English and addressed in the title “**Application for ICT Administrative Support Assistant**”, must include:

* Curriculum Vitae (maximum 2 pages)
* Application for Locally Engaged Staff Employment (please see Attachment A)
* Maximum 500 words pitch (further instructions below)

Please email your application to **beijinghrrecruitment@dfat.gov.au** **before -17:00 on Wednesday, 21 May 2025**. Applications received after this time will not be considered.

For further information about this position, please contact **beijinghrrecruitment@dfat.gov.au**.

Please note that only applicants short-listed for interview will receive a written reply. If you have not received any communication from the Human Resources Section of the Australian Embassy within four weeks after the close of application, please consider your application unsuccessful. Thank you for your understanding and your interest in working at the Australian Embassy, Beijing.

**Attachment A: Application for Locally Engaged Staff Employment**

Position you are applying for: Date available for work**:**

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| **PERSONAL INFORMATION** |
| Title:  | Last Name: | First Name: |
| Email Address: | Contact Number: | Citizenship(s) |
| Address:  |
| Are you eligible to work in the country in which you are applying for a position? Yes [ ]  No [ ] *(Note: to be eligible to work in this country you should be a citizen, hold or be able to obtain an appropriate working visa)* |
| How did you hear about the vacancy? [ ]  Website of the Australian Embassy [ ]  WeChat account of the Australian Embassy [ ]  Website of Beijing Diplomatic Service Bureau[ ] Others (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **PREVIOUS AUSTRALIAN GOVERNMENT EMPLOYMENT Yes** [ ]  **No** [ ]  |
| Have you ever been employed by the Australian Government, either in Australia or overseas? If yes, please provide the details.If yes, did you ever receive a redundancy or other payment benefit? |
| **HAVE YOU EVER BEEN RESIGNED FROM EMPLOYMENT, OR BEEN TERMINATED BY YOUR EMPLOYER, DUE TO** **MISCONDUCT, FRAUD OR POOR PERFORMANCE Yes** [ ]  **No** [ ]  |
| If yes, please provide the details. |
| **HAVE YOU EVER BEEN CONVICTED OF A CRIME OR HAVE A CRIMINAL RECORD Yes** [ ]  **No** [ ]  |
| If yes, please provide the details. |
| **DO YOU HAVE ANY CONFLICTS OF INTEREST THAT COULD, OR COULD BE SEEN TO INFLUENCE YOUR ABILITY TO WORK FOR THE AUSTRALIAN EMBASSY Yes** [ ]  **No** [ ]  |
| If yes, please provide the details. |
| **REFERENCES** |
| Please provide the names and email addresses of two work-related referees whom we can contact. Both referees should be able to comment on your work performance. |
| **REFEREE 1** |
| Title: | First Name: | Last Name: |
| Organization: | Position Title: |
| Relationship to Applicant | Years of Relationship: |
| Contact Number: | Email Address: |
| **REFEREE 2** |
| Title: | First Name: | Last Name: |
| Organization: | Position Title: |
| Relationship to Applicant | Years of Relationship: |
| Contact Number: | Email Address: |
| **APPLICANT’S STATEMENT** |
| The above information, to the best of my knowledge, is true and correct. I consent to the mission collecting and using information, and to relevant employers / supervisors disclosing information, in relation to my work performance and conduct for the purpose of assessing my suitability to carry out the duties of the position I have applied for, and suitability for employment. I understand that misstatements or omissions in my disclosures may result in a failure to hire or immediate discharge if they are discoveredAccept: Name: Date: |

**Guidance for your 500 words pitch**

Your 500 words pitch should be compelling and convincing. It is a chance to tell the panel why you are the right person for the job. The panel wants to know why you are interested in the role, what you can offer DFAT, and how your skills, knowledge, experience and qualifications are applicable to the role. It should be **a maximum 500 words (12 font).**

• Say what you did (actions) and the result (outcomes)

• Use practical and substantiated outcomes

• Show your resilience and adaptability

• Highlight your strengths and interests

• Don’t assume the panel knows you or your work

• Make it appealing and interesting e.g. demonstrate how you ‘solved a difficult issue’

• Stick to the point – quality not quantity

• Use the word limit wisely

• Don’t repeat what’s already in your CV

• Ensure you check the spelling before you submit your application