

## 2.2.1 Automation coordinator

### *Context*

Type of position	Must be qualified elector	Must reside in ED	Description	Reports to	Names provided by political entities
Office staff	n/a	n/a	The AC prepares and manages the lists of electors and provides technical support for all systems in the RO office.	The RO; works closely with the SPS	n/a

### *Position description*

#### **Key activities**

- Manage service centre technology, including producing statutory reports and activities.
- Provide technical troubleshooting and computer support in the RO office and the ESP offices as required.
- Oversee information technology security procedures.
- Perform other duties as requested by the RO.

#### **Duties**

- Manage service centre technology, including producing statutory reports and activities
  - supervise the LAN set-up
  - supervise service centre set-up
  - test/operate hardware/software
  - assist with training of RO, ARO, and service centre agents in REVISE functions appropriate to their responsibilities

- supervise work flow
- administer REVISE system by following pre-set procedures to ensure continued operation and data security
- plan and control the function of the REVISE system and the service centre and generate reports
- ensure all transactions are approved before printing lists of electors
- ensure approval of all VICs for all polling divisions using REVISE
- ensure production and accuracy of lists, reports and USB flash drives
- resolve issues related to production and verification of lists of electors
- complete reports and checklists as required
- close the service centre
- Provide technical troubleshooting and computer support in the RO office and the ESP offices as required.
  - supervise receiving and unpacking of all computer equipment
  - resolve technical problems with any software or hardware in the RO office
  - communicate with the FSN as required
  - conduct quality assurance in decommissioning of LAN
  - administer all systems by following pre-set procedures
- Oversee information technology security procedures
  - follow confidentiality guidelines for ACs
  - ensure LAN security
  - educate office staff on security policies and use of external, unapproved software on the RO LAN
  - ensure that all information technology security procedures are followed
- Perform other duties as requested by the RO

## Qualifications

### *Experience*

- Managing and setting up LAN
- Managing human resources
- Managing projects
- Recruiting and selecting employees
- Providing technical support services
- Using Windows-based computer applications

### *Knowledge of*

- Various software applications

- Program loading and set-up
- LAN set-up and maintenance

### ***Abilities***

- Organizational skills to understand the substance of the work and how best to achieve it
- Planning and scheduling skills to allocate and track time spent on work and to estimate workload requirements
- Budgeting skills to estimate resources required and to effectively manage allocated budget
- Leadership skills to develop and establish performance expectations and goals for staff
- Decision-making skills to establish relevance of issues, information and inquiries and to exercise sound judgment in arriving at conclusions and/or solutions
- Analytical reasoning skills to understand and synthesize issues
- Communication skills to effectively provide instructions to service centre staff, discuss issues and provide appropriate responses; to simplify complex ideas/concepts into plain language and to clearly convey information and messages to other people in the office and externally, as well as to the FSN

### ***Personal suitability***

- Remains impartial in all dealings during an electoral event
- Maintains a professional demeanour and exercise judgment and tact
- Learns quickly, understand complex concepts and adapt to changing circumstances
- Maintains a professional demeanour at all times and foster such in service centre staff
- Works in teams, contribute as a team member and lead teams
- Completes tasks and assignments in a timely and efficient manner, meeting specific predefined deadlines

### ***Other***

- Must be eligible to obtain a security clearance (processed by EC)