

[Skip to main content](#)[My Profile ▼](#) [Logout](#) [Help](#)**Australian Government****Department of Climate Change, Energy,  
the Environment and Water**[About the Department](#) [Jobs List](#) [Job Search](#)

# Regional Service Field Support Officers - Preview and Submit

[View Job details for Regional Service Field Support Officers](#)

## Application Status: Complete and Submitted

- Your application has been received.
- If you wish to withdraw your Application you may do so at any time.

[Withdraw Application](#)[Print Friendly Version](#)

Status: Complete

### Step 1 - Personal Details [Edit](#)

Question 1.1	Title: *	Response Provided
	Mr	
Question 1.3	First Name: *	Response Provided
	JUN	

Question 1.4	Middle name(s):	No Response Provided (your response is optional)
Question 1.5	Last Name: *	Response Provided
	ZHOU	
Question 1.6	Preferred Name:	No Response Provided (your response is optional)
Question 1.7	Email address: *	Response Provided
	zhoujun418331@gmail.com	
Question 1.8	Street Address: *	Response Provided
	8/24 SAPLING STREET	
Question 1.9	Suburb/Town: *	Response Provided
	HARRISON	
Question 1.10	Postcode: *	Response Provided
	2914	

Question 1.11	State: *	Response Provided
	ACT	
Question 1.13	Country *	Response Provided
	AUSTRALIA	
Question 1.14	Residency From: (This is how long you have lived at your current address) *	Response Provided
	24-Mar-2022	
Question 1.15	Preferred contact number: *	Response Provided
	0476100764	
Question 1.16	Mobile:	Response Provided
	0476100764	
Question 1.17	What security clearance level do you currently hold? *	Response Provided
	No clearance	
Question 1.21	Where did you see this job advertised? *	Response Provided
	APSJobs (PS Gazette)	
Question 1.23	Do you currently hold an Australian Drivers Licence: *	Response Provided
	Yes	
Question 1.24	Are you an Australian Citizen? *	Response

Provided

Yes

Status: Complete

**Step 2 - Employment Details Edit**

Question 2.1	Current employer: *	Response Provided
	Private Sector	
Question 2.2	Name of employer: *	Response Provided
	Goodstart Early Learning	
Question 2.8	Position Title: *	Response Provided
	Centre Cook	

Status: Complete

**Step 3 - Education History Edit**

Question 3.1	Do you hold any tertiary level qualifications? *	Response Provided
	Yes	
Question 3.3	Please select the number of relevant qualifications you would like to provide us information on for this application: *	Response Provided
	3	
Question 3.4	Type of Qualification: *	Response Provided
	Diploma	

Question 3.6	What is the name of your qualification? *	Response Provided
	Information Technology	
Question 3.7	What is the name of the tertiary institution where this qualification was obtained? *	Response Provided
	TAFE NSW	
Question 3.8	What are the associated major(s) for this qualification?	Response Provided
	-Cyber security - Manage Client Problems - ASP.NET Core MVC - REST APIs - Database - Microsoft SQL - Project Design, Development, and Professional Practice	
Question 3.9	In which year did you obtain this qualification (YYYY)?	Response Provided
	2023	
Question 3.10	<b>Type of Qualification 2:</b>	Response Provided
	Certificate	
Question 3.12	What is the name of your qualification?	Response Provided
	Certificate IV of Information Technology	
Question 3.13	What is the name of the tertiary institution where this qualification was obtained?	Response Provided
	Canberra Institute Technology	
Question 3.14	What are the associated major(s) for this qualification?	Response Provided
	- Work collaboratively in ICT industry - HTML, CSS, JavaScript - JAVA, Python, C++ - Oracle PL/SQL	

Question 3.15	In which year did you obtain this qualification (YYYY)?	Response Provided
	2022	
Question 3.16	<b>Type of Qualification 3:</b>	Response Provided
	Diploma	
Question 3.18	What is the name of your qualification?	Response Provided
	Advanced Diploma of Hospitality Management	
Question 3.19	What is the name of the tertiary institution where this qualification was obtained?	Response Provided
	Canberra Institute Technology	
Question 3.20	What are the associated major(s) for this qualification?	Response Provided
	Management of Finance, Risk, Recruitment. Develop and Impletement Marketing Strategies	
Question 3.21	In which year did you obtain this qualification (YYYY)?	Response Provided
	2019	

Status: Complete

**Step 4 - Referee Details** Edit

Question 4.1	Referee 1 - Full Name: *	Response Provided
	Krystle Peace	
Question 4.2	Employer: *	Response Provided

## Goodstart Early Learning-Braddon

Question 4.3	Job Title: *	Response Provided
	Centre Director	
Question 4.4	Contact Number: *	Response Provided
	0433228368	
Question 4.5	Email Address: *	Response Provided
	kpeace@goodstart.org.au	
Question 4.6	Relationship: *	Response Provided
	supervisor	
Question 4.7	Duration of relationship: *	Response Provided
	9 month	
Question 4.8	Is this referee your current supervisor/manager? *	Response Provided
	Yes	
Question 4.9	Do you consent to the Department contacting this referee? *	Response Provided
	Yes	
Question 4.10	Referee 2 - Full Name:	Response Provided
	ChengFeng Wu	

Question 4.11	Employer:	Response Provided
	Goodstart Early Learning-Isaacs	
Question 4.12	Job Title:	Response Provided
	Room Leader	
Question 4.13	Contact Number:	Response Provided
	0488883321	
Question 4.14	Email Address:	Response Provided
	godferry.cindy@gmail.com	
Question 4.15	Relationship (e.g. Former supervisor):	Response Provided
	Colleague	
Question 4.16	Duration of relationship:	Response Provided
	9 month	
Question 4.17	Do you consent to the Department contacting this referee?	Response Provided
	Yes	

Status: Complete

**Step 5 - Application Response Edit**

Question 5.1	Please upload your current resume/CV. *	Response Provided
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[Resume\\_JUN ZHOU\\_142615\\_20231109.docx](#)

## Question 5.2

Response  
Provided**Statement of claims**

Applicants are required to submit a statement of claims **(750 words maximum)** outlining why you are interested in this position and why you believe that you have the skills, capabilities, knowledge and experience to be considered for this role. Please provide examples which demonstrate your ability to perform the duties of the position.

The key areas, or points, listed above describe the particular skills, capabilities, knowledge, and experience and where applicable the qualifications required to achieve the desired outcomes for the role and your statement of claims against these is an essential part of the shortlisting process. If shortlisted, applicants may be asked to attend an interview to provide further examples against these key areas/points to demonstrate their ability to perform the duties of the position.

Applicants must demonstrate the ways in which they will be of value to the job and the organisation. You must make sure that you adequately address each key area or point and cite evidence of your suitability. Do not simply state that you meet the requirements - it is essential that you provide examples from your current or past role(s) which demonstrate how you meet each of the key areas or points. You should focus on how your experience, achievements and capabilities will enable you to successfully undertake the responsibilities of the role(s).

The Australian Public Service Commission has produced an excellent guide to applying for jobs in the Australian Public Service. You can access this information at APSCs [Cracking the Code](#). \*

I am writing to express my strong interest in the Technical Support position, as advertised. With a solid foundation in Information Technology, a diploma from TAFE NSW, and hands-on experience at Ausmate Group, I am confident in my ability to contribute significantly to your organization.

**1. Technical Proficiency:**

In my current role as an intern at Ausmate, I have demonstrated advanced proficiency in Microsoft Office Suite, Dynamics CRM, and MSSQL services. Additionally, I have successfully utilized IT support tools such as Jira and Active Directory for efficient issue tracking and resolution. One notable accomplishment includes providing remote support for the installation and configuration of applications, showcasing my technical skills in real-time problem-solving.

**2. Customer-Centric Approach:**

My dedication to exceptional customer service is evidenced by my track record at Ausmate, where I deliver helpdesk support to all staff. I have consistently addressed user concerns promptly, translating technical information into user-friendly language. This customer-centric approach not only resolves issues efficiently but also enhances the overall user experience.

**3. Technical Troubleshooting:**

As part of my responsibilities at Ausmate, I have diagnosed and resolved hardware and software issues swiftly, minimizing downtime. I have also demonstrated proficiency in troubleshooting network connectivity problems, ensuring seamless operations for end-users. My ability to perform basic troubleshooting for Windows 10-based computers further attests to my technical troubleshooting skills.

**4. Data Security and Compliance:**

Having studied Cybersecurity as part of my Information Technology diploma, I possess a thorough understanding of data security best practices and compliance regulations. I am committed to safeguarding sensitive customer information, aligning with the organization's focus on security compliance.

**5. Collaborative Team Player:**

My experience working collaboratively in cross-functional teams, both at Ausmate and during my studies, highlights my ability to seamlessly collaborate with IT colleagues. I am adept at resolving complex technical challenges and contributing to the success of projects through effective teamwork.

**6. Adaptable and Detail-Oriented:**

Throughout my career, I have showcased exceptional adaptability to evolving technologies and changing IT landscapes. My unwavering attention to detail is evident in my meticulous documentation, ensuring precision and preventing errors through rigorous quality control measures.

In conclusion, my education, skills, and experiences position me as a strong candidate for the Technical Support role. I am enthusiastic about the opportunity to contribute to the organization's success by leveraging my technical proficiency, customer-centric approach, and collaborative spirit.

Status: Complete

## Step 6 - Diversity and Inclusion Edit

Question 6.1

**RecruitAbility:** an opportunity for job applicants with disability

The Department of Climate Change, Energy, the Environment and Water is committed to supporting and encouraging the employment of people with disability and participates in the RecruitAbility Scheme.

The RecruitAbility disability definition is 'a current limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities'. This also includes episodic conditions if they are likely to recur.

For more information, please see the [Australian Public Service Commission's RecruitAbility webpage](#).

No Response  
Provided  
(your  
response is  
optional)

RecruitAbility applies to this vacancy. Under RecruitAbility, you will be invited to participate in further assessment activities for the vacancy if you:

- declare you have disability
- choose to apply under RecruitAbility
- meet the minimum requirements for the position.

Question 6.2	Do you identify as a person with disability? *	Response Provided
	No	
Question 6.5	Gender: *	Response Provided
	M - Male	
Question 6.6	Are you from a non-English speaking background? *	Response Provided
	Yes	
Question 6.7	Are you an Aboriginal or Torres Strait Islander? *	Response Provided
	No	
Question 6.8	Do you require any reasonable adjustments to attend selection activities? *	Response Provided
	No	
Question 6.10	Were you born outside of Australia? *	Response Provided
	Yes	
Question 6.11	Please specify: *	Response Provided
	China	

Question 6.12

Date of Birth:

Response  
Provided

18-Apr-1989

Status: Complete

**Step 7 - National Police Check [Edit](#)**

Question 7.1

You are applying for a position with the Commonwealth Department of Climate Change, Energy, the Environment and Water (the department). As part of the recruitment process, the department requires candidates to consent to a National Police Check.

In accordance with the Protective Security Policy Framework (PSPF), the department is required to confirm your eligibility and suitability for employment. The department's pre-employment integrity checks include integrity declarations and other checks that the department believes are necessary in order to determine suitability.

An adverse result of integrity checking may not preclude you from employment within the department. Where necessary the department may instead seek to establish appropriate strategies to manage any issues arising from the integrity checking process.

**No Response  
Provided  
(your  
response is  
optional)**

Question 7.2

Do you consent to undergo a National Police Check \*

Response  
Provided

Yes

Question 7.4

Date of Birth \*

Response  
Provided

18-Apr-1989

Question 7.5

Place of Birth Town: \*

Response  
Provided

ChaoHu City

Question 7.6

Place of Birth State: \*

Response  
Provided

	Other	
Question 7.7	Place of Birth Country: *	Response Provided
	China	
Question 7.8	Australian Drivers Licence Number: *	Response Provided
	5427743	
Question 7.9	Issuing state: *	Response Provided
	ACT	
Question 7.10	Do you have a previous or other name by which you have been formally known eg. maiden, deed poll? *	Response Provided
	No	
Question 7.14	Previous Street Address: *	Response Provided
	15/2 manning clark cres	
Question 7.15	Suburb/Town: *	Response Provided
	Franklin	
Question 7.16	Postcode: *	Response Provided
	2913	
Question 7.17	State:	Response Provided
	ACT	

Question 7.19	Country: *	Response Provided
	Australia	
Question 7.20	Residency From: *	Response Provided
	25-Jan-2021	
Question 7.21	i. I acknowledge I have read the Security and National Police Check Information. This can be found in the Candidate Information Pack. *	Response Provided
	Yes	
Question 7.22	ii. The personal information I have provided on this form (including fingerprints if supplied) relates to me and is correct. *	Response Provided
	Yes	
Question 7.23	iii. I acknowledge the details contained on this form, including fingerprints where relevant, will be forwarded to the AFP, CrimTrac, and/or the Police Services of the States or Territories of the Commonwealth of Australia. *	Response Provided
	Yes	
Question 7.24	iv. I consent to the AFP and any other Australian police force extracting details of any convictions, findings of guilt or pending court proceedings relating to me, including in relation to any traffic offence, and providing that information to me or to the department. *	Response Provided
	Yes	
Question 7.25	v. I acknowledge the information provided on this form will not be used without my prior consent for any other purpose, unless otherwise authorised by law. *	Response Provided
	Yes	
Question 7.26	vi. I acknowledge that any information provided on this form or disclosed by the police as a result of the records check may be taken into account by the department or any organisation to whom I present the results of the records check in assessing my suitability to receive the entitlement. *	Response Provided

Yes

Status: Complete

**Step 8 - Declarations** [Edit](#)

Question 8.1	<b>Code of Conduct</b> <hr/> <p>In the past five years, have you been determined or found to have breached the APS Code of Conduct during any previous APS employment? *</p> <p>No</p>	Response Provided
Question 8.3	<p>In the past five years, have you resigned from any employment during or following a workplace investigation (E.g. Alleged breach of the APS Code of Conduct or similar)? *</p> <p>No</p>	Response Provided
Question 8.5	<p>In the last 10 years, have you been dismissed from your employment, including the Australian Public Service or Private Sector Employer, not including redundancy? *</p> <p>No</p>	Response Provided
Question 8.7	<b>APS Redundancy</b> <hr/> <p>Are you currently serving a Commonwealth Redundancy exclusion period (redundancy benefit period)? *</p> <p>No</p>	Response Provided
Question 8.10	<b>Conflict of Interest</b> <hr/> <p>All Australian Public Service employees (APS employees) must comply with the Australian Public Service's Code of Conduct in section 13 of the Public Service Act.</p> <p>Subsection 13(7) of the Public Service Act provides that APS employees must:</p> <ul style="list-style-type: none"> <li>• take reasonable steps to avoid any conflict of interest, real or apparent, in connection with their employment with the department; and</li> <li>• disclose details of any material personal interest in connection with their employment with the department.</li> </ul> <p>Conflicts of interests may be real or apparent.</p>	Response Provided

- A real conflict of interest occurs where there is a conflict between the public duty and personal interests of an employee that improperly influences the employee in the performance of their duties.
- An apparent conflict of interest occurs where it appears that an employee's personal interests could improperly influence the performance of their duties, but this is not in fact the case.

To be 'material' a personal interest needs to be of a type that can give rise to a real or apparent conflict of interest.

Additionally, section 13(10) of the Public Service Act provides that an APS employee must not improperly use inside information, or the employee's duties, status, power or authority to:

- gain, or seek to gain, a benefit or an advantage for the employee or any other person; or
- cause, or seek to cause, detriment to the department, the Commonwealth or any other person.

The types of interests and relationships that you may need to be declare include:

- relationships with individuals known or suspected to be involved in criminal and/or illegal activity including:
  - a member of an outlaw motorcycle group, organised crime group, street gang, extremist group, online hacking group, a group or an individual involved in smuggling; or
  - member of a group or an individual involved in an activity that is otherwise in conflict with the department's biosecurity functions
- family or other relationships with clients, contractors or other staff working in the department;
- serious personal relationships (e.g. a romantic or domestic relationship) with clients, contractors or other staff working in the department;
- individuals and businesses who import or export goods, or industries closely associated (e.g. professional couriers and/or freight transporters) ;
- current or prior employment with individuals or businesses regulated by the department;
- real estate investments (e.g. if you own a farm);
- shareholdings (e.g. you own shares in an agricultural, import or export company);
- lobby groups including both membership and board positions;
- other involvement with the governing body of government, non-government and not-for profit organisations (e.g. board member of animal rights organisation, membership or association with related special interest groups);
- trust or nominee companies, or company directorships or partnerships;
- other significant sources of income, or paid, unpaid or voluntary outside employment; and
- private business or social/personal relationships including with individuals or family currently employed by the department.

This list is not exhaustive and you should consider any interests that may give rise to a conflict.

For further information on how to identify potential conflicts of interest, please refer to [APSC Declaration of Interest web page](#) .



Do you have a real or apparent conflict of interest in connection with the department? \*

No

Question 8.12

### Acknowledgement

Response  
Provided

The information you provide must be correct. If it is subsequently discovered as a result of a check that you have provided false or misleading information, you may be assessed as unsuitable for employment with the department. Further, providing false or misleading information may in itself be considered a breach of the APS Code of Conduct and the Criminal Code Act 1995.

By selecting "Yes" you will be giving your consent to the department collecting and using this information for the purposes mentioned above.

I acknowledge and agree to the conditions of the above declaration and wish to be considered for a position with the department. \*

Yes

Question 8.14

I acknowledge that access to the Department of Climate Change, Energy, the Environment and Water computer network is granted to authorised users only, and:

- Individual usage may be monitored as part of the department's Information Security Strategy;
- Disciplinary and/or criminal sanctions may apply for misuse or unauthorised use;
- Usage logs may be provided to authorised Agencies investigating such use; and
- All activities undertaken using a particular login name are considered to have been undertaken by the individual assigned that login name.

\*

Yes

Response  
Provided

Question 8.15

### Shared Merit Pool Consent

Response  
Provided

Candidates who are placed on a merit pool from this selection process may have their application and assessment results shared with other Australian Government agencies looking to fill similar roles. Do you consent to having your application and assessment results shared with other Government agencies for this purpose?

Yes

**Application Status: Complete and Submitted**

- Your application has been received.
- If you wish to withdraw your Application you may do so at any time.

**Withdraw Application**

**Cancel**