TECHNICAL SERVICES OFFICER

DEPARTMENT/UNIT            Biomedicine Discovery Institute

FACULTY/DIVISION           Faculty of Medicine, Nursing and Health Sciences

CLASSIFICATION             HEW Level 5

WORK LOCATION             Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Faculty of Medicine, Nursing and Health Sciences, is the largest faculty at Monash University, and offers the most comprehensive suite of professional health training in Victoria. We consistently rank in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. Through academic health centres, other translational models and by educating the healthcare workforce of the future, our staff, students and alumni directly improve quality of life.

Setting the global health care agenda, the Faculty aspires to lead in all areas of research activity and influence local, national and international policy to improve health and social outcomes and health inequalities. We’ve made a major impact in the world of medical research and become globally recognised for our quality education of over 41,000 doctors, nurses, and allied health professionals.

We are ambitious and aim to maintain our position as a leading international medical research university. We’re recognised for the breadth and depth of our research, for our commitment to translational research, for the quality and scale of our research capability, and as a thriving biotechnology hub.

To learn more about the faculty, please visit monash.edu/medicine.

The Monash Biomedicine Discovery Institute (BDI) is one of the largest and most dynamic biomedical research and teaching environments in Australia. The Institute and its cognate Departments of Anatomy and Developmental Biology, Biochemistry and Molecular Biology, Microbiology, Pharmacology and Physiology comprise over 120 research groups and deliver discipline-focused teaching into our flagship Bachelor of Biomedical Science Degree, the Bachelor of Science Degree, as well as the Medical School and various Health-related Degree Programs. We pride ourselves on an excellent and evolving teaching curriculum and provide world-class teaching and learning space for Biomedical Sciences.
The BDI comprises six inter-disciplinary health-focused research Programs, each led by a renowned leader in the field. The BDI programs include Infection and Immunity, Cancer, Cardiovascular Disease, Development and Stem Cells, Metabolism, Diabetes and Obesity and Neuroscience. The BDI works closely with clinical and drug development precincts at Monash and has a number of major industry partnerships to facilitate the translation of our research.

For more information about the BDI please visit our website at www.monash.edu.au/discovery-institute.

**POSITION PURPOSE**

The Technical Services Officer provides a variety of professional and high-quality technical services to support a broad range of practical teaching activities of the BDI. Assisting with the day-to-day operations of the practical teaching laboratories, the incumbent applies theoretical and technical knowledge to perform a variety of laboratory tasks. This includes testing and verifying experiments in advance, set up and maintenance of complex technical instrumentation, set up and pack down of materials and providing technical support to teaching staff and students during practical classes.

The Technical Services Officer works closely with Senior Technical Services Officers and reports to the Laboratory Services Coordinator to meet the technical and operational needs for outstanding delivery of all practical teaching activities of the BDI.

**Reporting Line:** The position reports to the Laboratory Services Manager

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not Applicable

**Budgetary Responsibilities:** Not Applicable

**KEY RESPONSIBILITIES**

1. Assist with the delivery of a technical service which may include: day-to-day technical operations such as conducting tests and data collection activities, scheduling bookings, developing and implementing technical procedures, data input and analysis, producing reports, maintaining and testing specialist equipment and materials, waste disposal and ordering of supplies

2. Provide guidance and advice and/or training to clients, staff, students and other stakeholders in the area of service or technical expertise, including use of equipment and compliance with standard operating procedures

3. Maintain up-to-date knowledge of new methodology, equipment, technology and service in the field of specialisation

4. Identify, document and resolve issues associated with the delivery of technical services including escalation of more complex issues as required

5. Participate in and implement continuous improvement activities relating to technical procedures and quality assurance standards

6. Comply with all Occupational Health and Safety (OHS) instructions, policies and procedures and take steps to identify, eliminate and/or escalate OHS risks where appropriate

7. Maintain open and effective channels of communication with colleagues, clients and other stakeholders to facilitate efficient conduct of research or technical processes
KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A tertiary qualification in a relevant field; or
   - substantial relevant skills and work experience; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Sound analytical and technical skills and a demonstrated capacity to apply effective technical methods, processes and systems
3. Strong organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
4. Ability to develop basic operating procedures and provide oversight, guidance and training in relation to technical processes and use of specialised equipment
5. Ability to work as an effective member of a team as well as independently under general supervision
6. Strong attention to detail and accuracy and ability to adhere to protocols, standards and guidelines, including ethical research principles as required
7. Well-developed communication skills, including the ability to draft a range of documentation
8. Experience in technical services delivery including use of complex equipment and software or a demonstrated ability to quickly adapt to and learn new systems

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current Working With Children Check is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.