Position Description

Title: Technical Research and Innovation Specialist
HEW Level: 6

Faculty/Office: Faculty of Human Sciences
Position Number:

Department/Team: IT
Date: February 2019

Position Purpose: To provide specialist technical advice and support to stakeholders regarding Faculty research systems and equipment and contribute to the implementation of research technology projects.

ORGANISATIONAL CONTEXT

Macquarie’s Faculty of Human Sciences holds a distinctive place on the global stage. With several internationally acclaimed centres producing ground-breaking research in areas like linguistics, psychology, cognitive science and education, our faculty is a place of passionate educators and unbridled discovery. Supported by state-of-the-art facilities including the Australian Hearing Hub, we work together to investigate and answer some of the big questions about what makes us human.

The Research and Innovation team are technical specialists who are experts in providing guidance and support across the full lifecycle of clinical, studio and research equipment and research facilities, to enable the Faculty to achieve its strategic objectives.

ORGANISATION CHART

Faculty General Manager

Faculty Technical Research and Innovation Team Leader

Senior Scientific Advisor
Senior Technical Research and Innovation Specialist
Technical Research and Innovation Specialist x3
Technical Research and Innovation Assistant
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<thead>
<tr>
<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
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| • Provide specialised technical support and advice to staff, students and where appropriate external stakeholders regarding the set-up, use and capability of specialised research systems and equipment.<br>• Contribute to research and feasibility studies to assist in determining viable research technology solutions for Faculty staff to achieve their research objectives.<br>• Provide support across the lifecycle for research system and equipment projects.<br>• Draft, review, implement, maintain and document protocols, procedures and guidelines to support the use and operation of research facility equipment, materials, databases and operations in a multidisciplinary context.<br>• Coordinate and oversee installation, testing, use of and maintenance of specialist research equipment and materials including facilitating the repair and servicing of equipment, performing basic maintenance, calibration and undertaking first level troubleshooting.<br>• Coordinate and deliver demonstrations and/or training on the safe and effective use of research technology systems and equipment.<br>• Assisting staff and students with data access, post-processing and archiving.<br>• Advise researchers on technical matters that have impact on their experimental design and analyses, and facilitate contact with experts where appropriate.<br>• Support the development, implementation, maintenance and documentation of protocols, procedures and guidelines to support the use and operation of research facility equipment, materials, databases and operations in a multidisciplinary context.<br>• Identify, recommend and implement continual improvements to system utilisation and associated procedures and documentation.<br>• Build and manage relationships with key internal and external stakeholders.<br>• Comply with relevant EEO and WHS regulations.<br>• Perform any other duties as required and appropriate for this classification. | Reports to: Faculty Research and Innovation Technical Team Leader  
Positions Reporting to: Direct: nil  
Indirect: nil  
Key Direct Clients: Heads of Department  
Faculty Academic & Research Staff  
Faculty Research Team  
External Vendors  
Other Key Relationships: Central IT  
MQ Research Services  
Immediate team members  
Budget Accountability: Nil  
Role-specific Conditions: Criminal History checks  
Scope and autonomy: Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed.  
Problem solving: Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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**Planning and Execution:** Managing time and resources to complete tasks and achieve objectives.

**Quality Focus:** Ensuring accuracy and quality when completing tasks.

**Communication:** Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.

**Service Focus:** Making students, staff, alumni and other key contacts and their needs a priority.

**Relationship Management:** Establishing effective working relationships with others.

**Teamwork:** Working in collaboration with others to achieve shared goals.

**Perseverance:** Persevering despite obstacles to ensure tasks are completed.

**Flexibility:** Responding effectively to unexpected or changing circumstances.

**Reliability:** Meeting commitments and responsibilities.

**Interpersonal Impact:** Making a positive impression on others in a range of interpersonal contexts.

**Resilience:** Dealing effectively with and recovering quickly from setbacks or pressure.

**Accountability:** Assuming responsibility for making decisions and delivering agreed outcomes.

**Integrity:** Maintaining confidentiality, discretion and professionalism.
## REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

Degree in computing science or related discipline and/or relevant experience in a technical research environment.

Understanding of research environments

Knowledge of health and safety practices in research facility environments

## ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

Knowledge of the Faculty of Human Sciences functions and structure.

Knowledge of the Faculty of Human Sciences policies, systems, processes and procedures.

Knowledge of what other areas of the University do and how they interact with the Faculty of Human Sciences

## KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Working with highly specialised research technology systems and equipment
- Supporting multiple research technology projects
- Building and managing strong relationships with a range of diverse stakeholders
- Drafting documentation to support the use and operation of research facility/laboratory equipment
- Communication technical information in an understandable and straightforward manner