



Position Description

College/Division:	College of Engineering and Computer Science
Faculty/School/Centre:	School of Engineering
Department/Unit:	
Position Title:	Technical Services Manager
Classification:	ANU SM1
Position No:	21355
Responsible to:	School Manager
Number of positions that report to this role:	6+
Delegation(s) Assigned:	

PURPOSE STATEMENT:

The ANU College of Engineering and Computer Science is a leader in the global market for ideas and research of national and international significance in the field. This entails competition for the best students and staff and the globalisation of research projects which often require a team of researchers and significant investment in associated research infrastructure. To achieve this positioning, robust and integrated support structures are required in order to achieve critical mass and to deliver integrated education and research outcomes. The technical support area is vital to the College maintaining its global standing and achieving strategic goals. The technical services manager will lead the technical support area by developing the strategic vision for the provision and delivery of technical services to the School.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The Technical Services Manager will be responsible for the delivery of teaching support, research laboratory management, the operations of workshops and MakerSpaces and the development of infrastructure. This will be achieved by providing broad direction to the discipline managers in each of those areas and working closely with the WHS Manager and Office Coordinator. This role requires strong leadership skills and will manage staff with a wide range of skill sets, with responsibility for their development and formal performance appraisals in accordance with University and College policy.

They will also engage with the College and Central ANU professional service teams to ensure integrated and complimentary systems and process are utilised.

This position will take responsibility for the ongoing adherence and continuing improvements in relation to best practice in developing and managing safe and accessible facilities for a wide range of stakeholders. The ability to recognise opportunities, recommend innovative proposals and timely delivery of new initiatives are essential components of this role.

Role Statement:

Under the broad direction of the School Manager, the Technical Services Manager will:

- Manage the provision of multidisciplinary teaching, research, laboratory, workshop and infrastructure support to staff and students ensuring compliance with safety standards and WH&S policies/legislation, including provision of high level advice/support to the senior executive of the School and/or College.
- Supervision of workflow, setting of agreed job priorities and the usage of facilities in consultation with the School Executive and the Director, liaising with research staff to define the needs and priorities of research and teaching projects.
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- Provide leadership, mentoring and support to the senior technical staff including appropriate training, career development and performance management. In particular, in the disciplines of teaching support, laboratory management, research embedded support, workshops and MakerSpaces. Facilitate cooperation, assistance and cross skilling between these areas.
- Manage a diverse team operating in a complex environment where they are geographically distributed, funded from various sources and have wide ranging skills. Foster a cooperative team environment with common working methods, career development opportunities, performance management and targeted training programs.

- Liaise with and manage relationships with senior internal stakeholders, external clients and service providers to oversee the repair and maintenance of laboratory equipment, and the management of external equipment maintenance contracts.
- Project manage and be hands-on in developing new facilities and management systems.
- Provide high level strategic advice and reports to the Director and School Executive to ensure the technical services meet the evolving needs to the School.
- Perform other duties as required and consistent with the classification of this position
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity

See the [classification descriptors for general staff](#)¹ and [minimum standards for academic staff](#)²

¹[Schedule 5 - General staff classification descriptors - Human Resources - ANU](#)

²[Schedule 4 - Human Resources - ANU](#)

SELECTION CRITERIA:

1. Postgraduate qualification and extensive relevant experience in a multidisciplinary environment; OR extensive technical experience and proven management expertise within a multidisciplinary environment; OR a combination of relevant experience and education/training.
2. Advanced written and oral communication skills including drafting correspondence, reports, submissions, working papers and strategic plans with a proven ability to interact effectively and collegially with all internal and external stakeholders.
3. Proven experience in the successful management of physical and financial resources to meet organisational goals within a research and teaching environment (or similar), including provision of strategic advice on resourcing and infrastructure requirements.
4. Demonstrated experience in leading and developing professional staff with proven ability to foster an effective and harmonious team environment.
5. Demonstrated ability to work efficiently, establish priorities and meet deadlines within a complex environment.
6. Demonstrated experience in designing and implementing new facilities to meet the needs of your stakeholders including facility management, project planning, costing and coordination.
7. A demonstrated high level of understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature:		Date:	
Printed Name:		Uni ID:	

References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)

