

POSITION DESCRIPTION

Position Title:	Senior Technical Services Officer – School of Rehabilitation and Exercise Sciences
Business Unit:	Faculty of Health
Appointment Level:	UC5
Reporting To:	Operations Manager
Number of Direct Reports:	Nil
Delegation Band:	7
Position Number:	

THE UNIVERSITY OF CANBERRA

The University of Canberra is a young University anchored in the national capital and works with government, business, and industry to serve our communities and nation. The University of Canberra challenges the status quo; always pursuing better ways to teach, learn, research, and add value – locally and internationally.

Our purpose is to provide education which offers high quality transformative experiences; to engage in research which makes a difference to the world around us; and to contribute to the building of just, prosperous, healthy, and sustainable communities.

The University of Canberra has recently established its long-term ambitions through its new decadal strategy: *Connected*. Through its three objectives (Connected to Canberra, Connected for life and Connected UC), the University of Canberra aims to build sustainable communities through deep collaborations that are locally focused and globally relevant, partner for life with our students to shape our economic, social and cultural futures and deliver an outstanding, digitally connected experience that removes barriers to accessing higher education.

OUR PURPOSE AND VALUES

Our [purpose and values](#) are the heart of this university. They describe our core identity: who we are and how we behave at the University of Canberra. They were developed by our people for our people.

GALAMBANY

Together we work to empower, connect and share knowledge with our people, cultures and places



BUSINESS UNIT OVERVIEW

Faculty of Health is a vibrant and innovative Faculty including Sport and Exercise Science, Physiotherapy, Nutrition and Dietetics, Pharmacy, Public Health, Nursing, Midwifery, Psychology, Optometry and Vision Science, Counselling, Medical Imaging, Speech Pathology and Occupational Therapy. It is also home to the Health Research Institute including the Centre for Research and Action in Public Health, and UC-RISE (the University of Canberra Research Institute for Sport and Exercise). The Faculty of Health plays a leading role in the Health Precinct including the Health Clinics and University of Canberra Hospital. In addition, Health plays a leading role in relation to the development of the University's Health Precinct. Staff are committed to making significant contributions to the advancement of knowledge in their professions, and to producing graduates who are ready to take their place in the workforce.

POSITION PURPOSE

Operating under the general direction of the Operations Manager, as a member of the Health Technical Services Team, the Technical Services Officer will support the academic goals and operations of the Faculty of Health by providing efficient and effective technical support within dedicated laboratories, ensuring all requirements for academic practical-based teaching and research activities are met and delivered in a timely manner and all laboratories function within established operational and safety standards.

PRIMARY RESPONSIBILITIES

Under the general direction of the Operations Manager, the occupant of this position will be required to:

- Oversee the safe operation of dedicated laboratories, including implementation of standard operating procedures, risk management processes and health and safety procedures.
- Work collaboratively with Operations Manager and team to plan, prepare and set-up laboratories for teaching/research including setting up and dismantling equipment, instrumentation, simulation resources, analysers, chemicals and consumables. Identify and elevate any issues to Operations Manager as required.
- Liaise with academic staff teaching in practical/clinical spaces regarding technical requirements and technical related issues as required.
- Develop and maintain technical documentation to ensure effective communication of laboratory requirements.
- Provide technical advice, assistance and monitoring of equipment including documented standard operating procedures. Manage internal and external loans of equipment.
- Identify and maintain stocks of general equipment and consumables necessary for operation of laboratory-based classes. Maintain accurate inventories for laboratory equipment.
- Maintain, repair, and calibrate equipment to ensure safe, reliable and accurate operation. Work with Technical Services Coordinator to engage contractors for repair and maintenance as required. Maintain accurate equipment service and maintenance records.
- Provide the Operations Manager with reports and advice on equipment needs, uses, maintenance and safety requirements to maintain a safe and efficient environment for staff and students.
- Proactively identify improvement opportunities and provide Operations Manager with advice and solutions that consider application of current and emerging technologies and capabilities.
- Maintain records and adhere to University processes as required for level of financial delegation.
- At all times demonstrate commitment to the University's Charter of Conduct and Values and Capability Framework.

KEY CAPABILITIES

Key Capabilities	Descriptors
1. Leadership	<p>1.1 Proactively addresses challenging issues and takes responsibility for seeing issues through. Assist team members to recognise barriers and overcome them.</p> <p>1.2 Connects the University Strategic Plan with the Portfolio and reinforces connections with other staff.</p> <p>1.3 Builds and communicates a clear and compelling path for others to choose to be committed and engaged.</p> <p>1.4 Champions and role models effective change while working to engage and enthuse others to embrace a vision of change.</p>
2. Effective Communication	<p>2.1 Adjusts message and delivery appropriate to audience.</p> <p>2.2 Listens to others and effectively communicates ideas.</p> <p>2.3 Produces accurate and effective information in a timely and efficient manner.</p> <p>2.4 Influences and negotiates persuasively.</p>
3. Collaboration	<p>3.1 Creates opportunities for communities of work colleagues.</p> <p>3.2 Looks beyond self and immediate team to add value to the whole University.</p> <p>3.3 Develops relationships with external parties. Seeks and acts on opportunities to connect external parties and partners to the University.</p>
4. Delivers results	<p>4.1 Delivers on agreed outcomes and escalates issues as appropriate.</p> <p>4.2 Identifies opportunities to improve processes and takes opportunities to problem solve to deliver outcomes.</p> <p>4.3 Responds effectively to changing circumstances and prioritises.</p>
5. Business Acumen	<p>5.1 Understands the purpose of own position and how this contributes to the objectives of the University.</p> <p>5.2 Manages resources effectively.</p> <p>5.3 Understands the commercial context the University operates in.</p>
6. Service	<p>6.1 Delivers seamless customer focused service underpinned by simplified and efficient processes.</p> <p>6.2 Understands and anticipates the needs of our students and partners and can convert these into commercial outcomes.</p>
7. Digital Literacy and Innovation	<p>7.1 Demonstrates the ability to work fluently across a range of tools platforms and applications to achieve complex tasks.</p> <p>7.2 Demonstrates the capacity to adopt and develop new practices with digital technology in different settings; to use digital technologies in developing new ideas, projects, and opportunities.</p> <p>7.3 Incorporates digital literacy skills into own learning and the learning of others e.g., students, peers, supervisees.</p> <p>7.4 Appreciates the legal, ethical and security guidelines in the management, access and use of data.</p>

Note: This position requires a skill level that assumes knowledge or training equivalent to graduate qualifications, or extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.



While at work, you must take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons. This includes:

- comply, so far as you are reasonably able, with any reasonable instruction that is given by the University to comply with the WHS Legislation
 - cooperate with any reasonable policy or procedure of the University relating to health or safety at the workplace that has been notified to workers
 - assume any additional duties as outlined in the WHS Procedure: Resources, Responsibility and Accountability
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