POSITION DESCRIPTION

Technical Officer

Position Level 5
Faculty/Division Science
Position Number 00087219
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Position Summary

The role of Technical Officer will provide the technical and administrative assistance necessary to ensure the smooth running of the First Year Physics Teaching Laboratory on a day-to-day basis. In consultation with the First Year Director and Laboratory Director, the Technical Officer is responsible for providing and managing equipment and resources (including online learning materials) for students undertaking the First Year Physics courses. The Technical Officer will also work with the School of Physics’ Demonstration Unit to prepare and deliver teaching equipment to lectures, tutorials and laboratories, and to support the smooth running and operation of the School’s teaching.

The role of Technical Officer reports to the Technical Laboratory Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Contribute to the smooth and efficient running of teaching laboratories through the provision of quality technical support including the timely preparation and turnaround of equipment and online learning materials for practical classes and/or labs.
- Provide technical assistance to staff and students, such as demonstration of common techniques and the operation of equipment, instrument training and troubleshooting, and respond efficiently and courteously to requests.
- Manage and maintain the first year and demonstration unit laboratory inventories and ensure that all equipment is stored safely.
• Accurately prepare and maintain laboratory and demonstration unit documentation including laboratory manuals, safety records, instrument/equipment/plant records.
• Prepare and deliver demonstrations and other teaching equipment to lectures, tutorials and laboratories.
• Source and maintain equipment, instruments or chemicals and consumables required for the demonstration unit and laboratory teaching classes taking careful consideration of cost and availability.
• Liaise with suppliers to rectify faults and organise repairs.
• Design and construct new demonstrations and equipment as required.
• Identify and address any problems within the first year teaching laboratory or demonstration unit, escalating to the attention of Academic Staff or the Technical Manager as appropriate.
• Schedule usage of demonstration and laboratory equipment and instrumentation including internal booking requirements, access requirements and training requirements.
• Implement and enforce university policy and procedures to ensure safety compliance in the first year laboratory.
• Prepare and review safety documents, identify hazards and effectively manage risk.
• Assist with portable appliance testing (PAT) in the School.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience
• A relevant tertiary qualification or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
• Extensive understanding of physics and/or experience working in a physics teaching laboratory.
• Demonstrated excellent time management and organisational skills including the ability to prioritise work effectively.
• Excellent interpersonal and communication skills (both verbal and written) including the ability to liaise with a diverse group of people from varying backgrounds.
• Demonstrated ability to work independently with minimal supervision and contribute positively to the effective working of a team.
• Demonstrated experience using IT based laboratory management systems and high level of competence in using Microsoft Office Suite.
• Effective record keeping skills (both paper and electronic), including the ability to work accurately, with strong attention to detail.
• An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.
About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.