POSITION DESCRIPTION

Technical Officer/Senior Technical Officer

<table>
<thead>
<tr>
<th>Position Level</th>
<th>5/6 Broadband</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/Division</td>
<td>Science</td>
</tr>
<tr>
<td>Position Number</td>
<td>00190530</td>
</tr>
<tr>
<td>Original document creation</td>
<td>1/12/2023</td>
</tr>
</tbody>
</table>

Position Summary

The School of Biotechnology & Biomolecular Sciences (BABS) teaches undergraduates, mentors postgraduate research students and conducts research in the disciplines of biotechnology, biochemistry, genetics, molecular biology, microbiology, environmental microbiology, medical microbiology and immunology.

The Technical Officer will work closely with academic staff, laboratory demonstrators and students to provide high level quality technical support in teaching and research laboratories.

The position reports to the Technical Laboratory Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

**For the Level 5 role:**
- Contribute to the smooth and efficient running of teaching and/or research laboratories through the provision of quality technical support including the timely preparation for and turnaround of practical classes and/or labs.
- Provide technical assistance to staff and students, such as demonstration of common techniques, the operation of equipment and respond efficiently and courteously to requests.
- Provide basic induction, instrument training and troubleshooting for staff and students.
- Source and maintain equipment, instruments or chemicals and consumables required for laboratory teaching and/or research taking careful consideration of cost and availability. Liaise with suppliers to rectify faults and organise repairs.
• Accurately prepare and maintain laboratory documentation, including safety records, instrument/equipment/plant records including identifying technical faults.
• Manage laboratory inventories and ensure that all equipment/chemicals are stored safely and are correctly labelled. Audit inventory to validate records.
• Identify and address any problems within the laboratory and escalate as appropriate.
• Schedule usage of laboratory equipment and instrumentation including internal booking requirements, access requirements and training requirements.
• Prepare and deliver technological enhancements to synchronous and asynchronous teaching and research activities.
• Produce educational technology support materials and resources including creating instructional materials and identifying and selecting appropriate educational technology resources.
• Maintain the School’s educational technology facilities including maintenance, updating inventory, staff and student training, usage booking, and planning for upgrades and new purchases.
• Support the technical delivery of online teaching and online examinations.
• Implement and enforce university policy and procedures to ensure safety compliance in the laboratory. Identify hazards and effectively manage risk.
• 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.

In addition for the Level 6 role:
• Be the primary support person for video, livestream, and online teaching activity technical support, working closely with academic course co-ordinators to assist in the delivery of teaching activities, introducing new educational technologies as they become available.
• Co-ordinate, and provide training on technological enhancements to synchronous and asynchronous teaching and research activities.
• Curate educational technology support materials and resources.
• Manage the School’s educational technology facilities including maintenance, updating inventory, staff and student training, usage booking, and planning for upgrades and new purchases.
• Work with local IT, audiovisual, and educational technology teams to adapt new technologies, processes and procedures for use in the School of Biotechnology and Biomolecular Sciences.
• Establish and maintain high level communication and administration regarding the Learning Management System (LMS) to support the School’s TELT activities and the use of Inspera for online examinations.
• Provide administrative support for the School’s outreach activities, including but not limited to coordination of University and Faculty led events, engagement and outreach activities, and social media.
• Be the secondary support person (assisting our Level 6/7 Technical Officers) for specific areas of WHS and regulatory compliance in our laboratories (for example but not limited to: Chemical Safety, Biological Safety, Radiation Safety, Laser Safety).
• In consultation with the Technical Laboratory Manager, administer the recruitment, onboarding and training of casual technical staff and casual demonstrators.
Skills and Experience

For the Level 5 role:

- Completion of a relevant tertiary qualification or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Extensive understanding of the relevant discipline and/or experience working in a teaching laboratory.
- Demonstrated initiative, a high level of self-motivation and ability to work independently.
- Demonstrated ability to apply policies in a work environment.
- Strong organisational, communication and administrative skills.
- Effective record keeping skills (both paper and electronic), including the ability to work accurately, with strong attention to detail.
- An ability to work as part of a team, to meet deadlines and to prioritise competing demands.
- High level of interpersonal skills and demonstrated competence in dealing with a wide range of people.
- Good working knowledge of Microsoft Office, including Word and Excel.
- 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.

In addition, for the Level 6 role:

- Familiarity with Microsoft Teams, moodle, Inspera, or similar online learning platforms.
- Experience in providing technical support (eg. equipment scheduling, setup and maintenance) for online, live and hybrid classes in an educational environment.
- Technical capabilities in areas aligned with educational support activities with a proven ability to apply knowledge and experience to analyse, investigate and solve technical and operational issues.
- Ability to provide basic video editing and video production assistance.
- Demonstrated ability to develop and implement innovative presentation techniques and/or practical laboratory exercises.

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.