Position summary

This Technical Officer sits within the School of Engineering and Information Technology (SEIT) and the Technical Support Group (TSG) which is responsible for the delivery of engineering and technical support to the teaching and research activities within SEIT.

The position provides technical support to the teaching and research activities within the School, principally through design, development, fabrication and commissioning of mechanical components and systems. An individual may have and exercise both trade and laboratory skills.

This Technical Officer role reports to the mechanical Task Supervisor Scheduler. At the direction of their supervisor the position may also be required to report to another member of the academic or professional staff regarding a particular task or project. Apprentices may report to this position as directed.

Accountabilities

At Level 5

- Undertake limited design, manufacture, fabrication, installation, repair and modification of teaching and research components, equipment and samples of complexity appropriate to the level, to precise tolerances and specifications from drawings, sketches and/or verbal instructions.
- Operate and maintain the teaching and research facilities within an assigned area of responsibility.
- Assist with the development and commissioning of teaching and research components and equipment.
- Provide technical advice, guidance, assistance and feedback to academics, technical professional staff and students during their teaching, support, and research projects.
- Provide consistent and regular feedback to customers and the Task Supervisor Scheduler on the progress of tasks.
• Be responsible for a task, including setting priorities and, where specifically directed, day-to-day supervision of other staff contributing to the task.
• Assist in the planning and management of technical operations.
• Coordinate and undertake a range of administrative tasks consistent with the classification of the position and the requirements of the work area.
• Apply detailed knowledge of policies and procedures in day-to-day work.
• Provide effective mentoring to junior members of technical staff and apprentices within the relevant technical group.
• Complete tasks assigned by the relevant Task Supervisor/Scheduler and/or a relevant project team leader in accordance with the assigned schedule of work.
• Provide coverage in other areas when directed.
• 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 & safety of yourself or others.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

At Level 6
In addition to Level 5 above:
• Undertake the in-depth design, manufacture, fabrication, installation, repair and modification of teaching and research components, equipment and samples of complexity appropriate to the level, to precise tolerances and specifications from drawings, sketches and/or verbal instructions.
• Plan and manage technical operations.
• Be responsible for the successful delivery of complex technical projects.
• Contribute to team leadership, including positively influencing peers within the TSG, Technical Group Leaders and the Technical Support Group customer base.
• Interpret, advise on and contribute to the development and implementation of policies, systems, manuals, rules, procedures and guidelines.
• Provide effective supervision in workshop areas as required.

Skills and Experience
At Level 5:
• Education Requirements:
  o A trade certificate as a fitter and machinist, or
  o Completion of relevant certificate or post-trade certificate and extensive subsequent relevant experience, or
  o Equivalent level of knowledge gained through any other combination of education, training and/or experience.
• Demonstrated experience in CNC machining and the use of CAM software including the ability to produce detailed engineering drawings using CAD software packages and the ability to design and fabricate mechanical equipment from component level to large systems.
• Good written and verbal communication skills combined with a demonstrated ability to work from technical documentation, detailed engineering drawings, scope documents, freehand sketches and verbal instructions to produce precision work in an efficient manner.

• A demonstrated ability to work as a team member or independently as required in a workshop and/or laboratory environment whilst being able to establish priorities and manage moderately complex tasks.

• 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

At Level 6
In addition to Level 5 above:

• A relevant degree with subsequent relevant experience, or extensive technical experience comprising specialist and technical management roles and a relevant trade certificate, or an equivalent level of knowledge gained through any other combination of education, training and/or experience.

• Demonstrated leadership and supervisory experience and/or demonstrated project management experience. Demonstrated ability to manage moderately complex tasks with a high degree of autonomy.

• Excellent written and verbal communications including a demonstrated ability to apply, interpret, advise on and contribute to the development of policies, systems, manuals, rules, procedures and guidelines.

Progression criteria
Progression to a higher level within a broadbanded position is not automatic and requires support of the supervisor and approval by Senior Management.

The following is required before progression can be approved:

• The incumbent will be expected to have reached the top step of Level 5 prior to progression to Level 6; and

• The incumbent will be expected to have been at the top step of Level 5 for 12 months prior to progression to Level 6;

• Criteria for progression to Level 6 will be based on satisfactory performance of all responsibilities and behaviours at Level 5, and a demonstrated capacity and ability to take on the responsibilities and the behaviours of the position at Level 6; and

• Work at Level 6 is available and required by the work unit on an ongoing basis.

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.