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POSITION DESCRIPTION

Technical Officer

Faculty/Division	Science
Classification Level	Professional 5
Hours & Span (Category)	E - Technical Officer, Senior Technical Officer
Position number	00204637
Shiftwork status	NOT SHIFTWORKER
Allowances	N/A
On call arrangements	N/A
Original document creation	31 October 2024

Position Summary

The School of Chemistry teaches more than 2000 undergraduate students each year from many different faculties and offers four different undergraduate programs leading to majors in chemistry that are taught in five teaching laboratories specialising in First Year, Synthetic, Analytical and Physical Chemistry.

The Technical Officer will work closely with academic staff, laboratory demonstrators and students to provide high quality technical support in School teaching laboratories. The Technical Officer will also provide technical support to ensure smooth and efficient running of the Diploma and Foundation labs run by the UNSW College. With a strong focus on Workplace Health and Safety, the Technical Officer works with the team to ensure compliance with WHS requirements and implementing policies and procedures.

The position reports to the Laboratory Manager Teaching 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 for and turnaround of practical classes.
- Provide technical assistance to staff and students, such as demonstration of common techniques and 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 classes 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 laboratory infrastructure problems and escalate as appropriate.
- Schedule usage of laboratory equipment and instrumentation including internal booking requirements, access requirements and training requirements.
- Act as the appointed first aid officer and undertake relevant training to maintain as required.
- Implement and enforce university policy and procedures to ensure safety compliance in the laboratory. Prepare and review safety documents, identify hazards and effectively manage risk.
- Provide technical support to laboratory-based aspects of the School's outreach programme and UNSW Global.
- Align with and actively demonstrate the [Code of Conduct and Values](#).
- 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 psychosocial or physical health and safety of yourself or others.

Skills and Experience

- A relevant qualification or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Extensive understanding of chemistry and/or experience working in a chemistry teaching laboratory.
- Strong organisational skills and the ability to establish priorities and meet deadlines.
- Demonstrated initiative and a high level of self-motivation.
- Excellent written and verbal communication skills and the demonstrated ability to liaise with a wide range of stakeholders.
- 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.
- Proven experience working both independently and part of a high performing team.
- A current first aid certificate or willingness to obtain.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) 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.