## Position Summary

The **Technical Officer** is responsible for the efficient and effective technical support of the Infrastructure Laboratories, related to teaching and research in the Structures/Materials, Asphalt, Geotechnical and other laboratories, and disciplines as required, within the School of Civil and Environmental Engineering.

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

## Accountabilities

Specific accountabilities for this role include:

**Level 5**

* Provide safe, efficient, and effective day-to-day operation of equipment and services in the Infrastructure Laboratories, including:
  + Providing technical support for design and manufacture of specialised equipment for academic and research projects.
  + Operate, maintain and repair (where possible) testing equipment and facilities according to given specifications and health and safety requirements.
  + Implementing and maintaining safety systems within the laboratory environment to comply with University and statutory policies, guidelines and procedures.
* Provide training and assistance to staff and students in the use of laboratory equipment.
* Assist research experiments and conduct and provide support for consultancy work.
* Support research projects and conduct administrative duties as required by the Director of Laboratories, or his/her nominee
* As required, provide assistance in other laboratories in the School under the direction of the Laboratory Manager.
* Assist in maintaining inventories of consumables and order supplies as needed, including chemicals and asphalt materials. Ensure that stock levels meet operational needs without overstocking.
* Assist in managing the scheduling and availability of shared equipment using the booking system, preventing conflicts and ensuring smooth laboratory operations.
* Provide technical support across different labs as required by the Laboratory Manager, with an ability to quickly adapt to new testing methods and research requirements.
* Align with and actively demonstrate the [Code of Conduct and Values](https://www.unsw.edu.au/governance/policy/policy-hub/codeofconductandvalues)
* Ensure compliance with all health & 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.

**Level 6 (in addition to the above)**

* Prepare, organise, and assist with demonstration of laboratory classes to Undergraduate and Postgraduate students.
* Contribute to a culture of continuous improvement, evaluating existing equipment, infrastructure, service delivery and training, as well as systems, procedures, and protocols, to identify opportunities for improvement and implement change as approved by the Laboratory Manager.
* Develop and monitor work plans and schedules for laboratory activities, including experiments and equipment servicing, and establish objectives, timing, and resource requirements.
* Apply substantial theoretical and technical knowledge and experience to develop and test systems and procedures.
* Interpret and reduce test data using relevant theoretical and technical knowledge for a range of technical experiments and prepare technical reports for use by others.
* Communicate with the School and Faculty HSE Coordinator and staff to ensure compliance with Work Health and Safety requirements within the Laboratory, including:
  + Providing high level advice on WHS issues and ensuring high standards of laboratory work practice amongst all staff and students in compliance with relevant UNSW WHS policies and best practice;
  + Managing WHS activities including risk assessments, implementation of safe work procedures, development and maintenance of relevant WHS records and registers, provision of WHS training and inductions to staff, students and contractors;
  + Leading a focus on the safe management of chemicals in the laboratory;
  + Ensuring hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within the area of responsibility.

Skills and Experience

**Level 5**

* An Associate Diploma or Degree in Civil, Structural or Geotechnical Engineering, or an equivalent level of knowledge gained through any other combination of Trade Certificate, Education, training and/or experience.
* A strong mechanical aptitude with the ability to operate and maintain testing equipment.
* Experience in instrumentation and set-up, calibration, and maintenance of electronic data acquisition systems, sensors, and transducers are highly regarded.
* Well-developed communication skills with demonstrated ability to advise clients on the technical aspects of laboratory and research facilities.
* Ability to work both independently and as part of a wider technical team for the benefit of the School.
* A reasonable level of physical fitness is required regarding the lifting heavy lab materials and equipment – lifting aids are provided for the handling of materials/equipment above legal lifting limits.
* A driver’s licence recognised by RMS NSW.
* A willingness to be trained in the use of crane and forklift equipment that operate within the laboratories and attend other training as necessary.
* Competent computer skills, including experience using Microsoft Word, Excel, Outlook and Teams.
* 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.

**Level 6 (in addition to the above)**

* Extensive experience, with a minimum of 5 years in a similar role. Experience in an Infrastructure Research and Teaching Laboratory would be desirable.
* High level organisation skills with a demonstrated ability to deal with multiple tasks and projects, establish priorities and meet deadlines.
* Excellent communication skills and the ability to critically analyse designs and test methods and make suggestions for improvements.
* Proven ability to work independently to analyse situations, identify risks and problem solve, whilst also contributing effectively to a team.
* Sound knowledge of relevant testing standards.

**PROGRESSION STATEMENT**

The incumbent will normally be expected to have reached the top step of level 5 prior to progression to level 6. Criteria for progression to level 6 will be based on satisfactory performance of all duties and accountabilities at level 5 and a demonstrated capacity to take on the duties and accountabilities of the position at level 6, and the availability of and need for the work to be carried out at a higher level in the work unit.

About this documents

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.