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| **Position Description** |

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| **Technical Support Officer** | |
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| **Position No:** |  |
| **Department:** | Murray–Darling Freshwater Research Centre |
| **School:** | Life Sciences |
| **Campus/Location:** | Mildura |
| **Classification:** | Higher Education Officer Level 2 (HEO2) |
| **Employment Type:** | Continuing, Full-Time |
| **Position Supervisor:**  **Number:** | Paul Brown  50038337 |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

School of Life Sciences – http://latrobe.edu.au/school-life-sciences

**For enquiries only contact:**

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| **Position Description** |

**Technical Support Officer**

**Position Context**

***The position exists to provide essential support to the Murray–Darling Freshwater Research Centre in completing a range of projects monitoring the ecological condition of river, floodplain and wetland ecosystems and investigating the role of flows in the ecology of the rivers of the Murray-Darling River system. The work will mainly be in an assistance role within a small team collecting research and monitoring data on vegetation, fish and water-quality.***

**Duties at this level may include:**

* Solves relatively simple problems with reference to established techniques and practices. Will sometimes choose between a range of straightforward alternatives.
* Performs a combination of various routine tasks where the daily work routine will allow the latitude to rearrange some work sequences, provided the prearranged work priorities are achieved.
* Problems encountered are similar and the relevant response is covered by established procedures/instructions. The choices to be made between alternate actions follow familiar patterns and assistance is available when unusual circumstances are encountered or when established responses are not effective. May exercise judgement over task sequencing on a day to day basis.
* Carries out routine, limited choice, record keeping, filing and data entry and updates simple databases, to ensure accurate records are maintained.
* As directed, makes arrangements and bookings and be involved in the provision of materials to assist in the effective organisation of internal and external activities.
* Arranges daily allocated tasks within a routine to ensure work is completed to time and appropriate standard.
* Provides straightforward information to others based on knowledge of work area responsibility and knowledge of functions within the area.
* Within prescribed limits follows set procedures to ensure adequate supplies/resources are available to meet work requirements.
* Performs straightforward tasks under routine supervision and under close supervision for the job’s more complex tasks.
* Experienced staff may assist other staff, however, no supervisory responsibilities will be exercised at this level.
* Works with manager and/or more experienced colleagues to develop abilities and competence through learning and/or exposure to a range of activities.
* Relays information on requirements or procedures in own work area where interpretation or problem solving is not required, or performs tasks which may involve providing a general directory service to members of the public, students and other staff (e.g. advises on the location, role and availability of personnel and services).
* Uses tact when dealing with others.
* Receives and responds to everyday enquiries from/to customers, referring requests outside their knowledge base to the appropriate person/area, to provide timely and effective service to others.
* Provides simple administrative and/or support activities, to contribute to the effective operation of an office or work unit.

**Key Selection Criteria**

* Completion of Year 12 without work experience or completion of Certificates I or II with work related experience or knowledge training or experience relevant to the duties to be performed or an equivalent combination of experience and training.
* Ability to follow instructions and procedures.
* Knowledge of various software applications used for administrative tasks.
* An ability to work to given deadlines and to set standards.
* An ability to exchange information in a courteous and effective manner.
* A flexible approach to duties.
* A positive attitude to work.
* Willingness to learn.
* Current Drivers licence with 4x4 training advantageous
* Current Boat licence
* Current Level II first aid (including CPR)
* Swimming proficiency

**Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**La Trobe Cultural Qualities**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: