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POSITION DESCRIPTION

Technical Officer

Position Level	5-6
Faculty/Division	Arts, Design and Architecture
Position Number	ADMIN ONLY
Original document creation	April 2021

Position Summary

The Technical Officer provides expert knowledge and technical skills that facilitate making in support of the Faculty's academic programs, and provides technical support to staff and students, while applying and monitoring the appropriate Work Health and Safety procedures and guidelines.

Technical Officers are based at the Making Centre at the School of Art and Design in Paddington and the Design Futures Lab at the School of Built Environment in Kensington. The Technical Officer covers a range of facilities within the facilities including Screen Printing and Textiles, Ceramics & Casting, Jewellery, Print Making, Wood and Metal Workshops, Plastic Workshops, 4D Hub and the Makerspace.

The Technical Officers report to the Workshop Manager and has nil direct reports.

Accountabilities

In addition to relevant skills required to adequately support particular workshop(s), specific accountabilities for this role include:

At Level 5:

- Support students and staff in the workshop environment according to a rotating roster whilst taking all care to provide a safe and effective workshop environment.
- Demonstration of training programs and induction processes.
- Provide fabrication, jewellery making, model making, printing, ceramics, or digital fabrication advice to students.
- Instructing and guiding users of the workshops on materials and technical processes to facilitate the completion of individual and group projects.
- Preparation of resources for use in the teaching of the Faculty's courses.
- Maintain and service machines and equipment, adhering to and keeping maintenance registers and WHS documentation.
- Responsibility for replenishing consumables and opening/ closing procedures in the relevant workshop.

- Establishing and nurturing a vibrant community of confident hands-on makers.
- Have input to future online content to promote the effective use of equipment, software, and hardware.
- Support the creation of a student centric environment that fosters an open, investigative, experimental, and interdisciplinary approach to making.
- Assist in the maintenance of a functional and organised workshop environment.
- Maintain and update administrative systems for WHS training and induction processes.
- Undertake and maintain first aid certification and other WHS training as provided by the employer.
- 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 to Level 5, at Level 6:

- Supervise academics and students in the safe use of machinery, equipment, and processes within the Timber and/or Metal, or Ceramics & Casting, or Jewellery, or Screen Printing and Textiles, or Print Making, or 4D Hub and/or the Makerspace.
- Plan and prepare materials for formal instruction, demonstration, and inductions.
- Utilise Resource Management Systems (RMS) to enable workshop resources are scheduled to provide equitable access to students, whilst also supporting the Faculty's teaching and research agenda.
- Provide technical advice matters relating to materials, resources and equipment used in advanced techniques and processes used within the School of Art & Design or the School of Built Environment.
- Liaise with industry suppliers and specialist representatives on materials, hardware, and software acquisitions.
- Provide direction to casual staff members employed within the specific work area.
- Involvement in Faculty initiatives and events such as open days, end of year exhibitions and design reviews.
- Active participation in WHS activities organising appropriate work practices that conform to relevant HS legislation and University health and safety policies.
- Communicate and collaborate with internal stakeholders to better understand, anticipate, and meet their current and future needs in accordance with organisational expectations.
- Maintain and service machines and equipment and materials shop, adhering to and keeping maintenance registers and WHS documentation.

Skills and Experience

At Level 5:

- A relevant trade certificate or tertiary degree and/or extensive relevant work experience in a technical/ fabrication role.
- Intermediate experience operating high-risk machinery for woodwork and/or metalwork, and/or jewellery, and/or screen printing, and/or textiles, and/or print making, and/or ceramics & casting, and/or digital fabrication technologies (e.g., laser cutters, 3D printers), and/or digital technologies (e.g., AR/VR, photography, sound, and image recording, etc.).
- Technical knowledge of machine and equipment upkeep and maintenance.
- Ability to maintain a professional working environment when working under pressure to meet deadlines.
- Demonstrated ability to develop productive team relationships and contribute to team goals.
- Strong interpersonal and communication skills.
- Experience working in a workshop within an educational setting.
- 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 to Level 5, at Level 6:

- Extensive experience operating high-risk machinery for woodwork and/or metalwork, and/or jewellery, and/or screen printing, and/or textiles, and/or print making, and/or ceramics, and/or digital fabrication technologies (e.g., laser cutters, 3D printers), and/or digital technologies (e.g., AR/VR, photography, sound, and image recording, etc.).
- Applied technical knowledge of machine and equipment upkeep and maintenance.
- Proven ability to resolve complex technical and operational problems, utilising advanced fabrication methods and design concepts to deliver creative solutions.
- Proven ability to build constructive and effective stakeholder relationships and work both independently and collaboratively as part of a team.
- Proven experience and demonstrated success in project coordination and Resource Management Systems (RMS), as well as utilising management principles of planning, resource allocation, communication, implementation, negotiation, evaluation, and reporting.

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.