POSITION DESCRIPTION

Technical Administrator

# Position Level Faculty/Division Position Number

Original document creation

5

Engineering

00092205

 April 2021



# Position Summary

The Technical Administrator provides effective day-to-day administrative and facilities support within the School of Mechanical and Manufacturing Engineering Laboratories to ensure all services are provided efficiently to meet the operating needs of the School Laboratories.

The role reports to the Laboratory Manager.

# Accountabilities

Specific accountabilities for this role include:

* Provide technical support and high-level administrative support to the Laboratory Manager and Deputy Laboratory Manager relating to Laboratory facilities, processes and activities.
* Act as a point of contact for Laboratory users, visitors and contractors, maintaining effective channels of communication, and analysing and prioritising requests and correspondence, including urgent and sensitive matters.
* Coordinate service requests for laboratories through Estate Management (Archibus) and the UNSW Communications Unit, including maintaining documentation, job tracking information, follow-up and disseminating communications to School staff and students as appropriate.
* Coordinate the School lab equipment booking system (ACLS) including registration of new users, troubleshooting user and technical staff requests, and addition of new equipment to the system.
* Assist the Laboratory Manager and Deputy Laboratory Manager to coordinate and document the management of equipment and safety documentation in UNSW’s safety compliance software.
* Assist the Laboratory Manager and Deputy Laboratory Manager with Teaching Lab coordination and timetabling.
* Assist the Laboratory Manager and Deputy Laboratory Manager to coordinate the purchase, receipt and distribution of laboratory-related deliveries to the School.
* Develop and maintain detailed filing systems, spreadsheets, databases, websites, staff contact and group email lists and other administrative systems related to the School Laboratories.
* Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](https://unsw.sharepoint.com/sites/values-in-action) and the [UNSW](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf) [Code of Conduct](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf)
* 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.

# Skills and Experience

* Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
* Advanced time management, organisational and problem-solving skills, including the ability to prioritise and meet deadlines.
* Demonstrated experience in administrative, facilities, procurement and/or store activities within a large and complex institution or equivalent.
* Well-developed interpersonal and written and verbal communication skills.
* Demonstrated experience providing effective customer service and support to clients at all levels.
* Highly proficient computer literacy with excellent skills in Microsoft Office applications.
* Ability to make sound judgements and work both independently and as part of a team.
* Demonstrated experience supporting and contributing to projects and initiatives.
* Advanced numeracy skills.
* Demonstrated ability to apply, interpret, advise on and contribute to the development of protocols, procedures, guidelines and administrative systems.
* 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.

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.