

Position description

Greater together 

Position title:	Senior Technical Officer (IHW)
Institute/School/Centre/ Directorate/VCO:	Fed Services
Campus:	Berwick Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 6 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
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Recruitment number:	JR101090

Position summary

The Senior Technical Officer (IHW) is responsible for ensuring the safe, efficient and effective operation of a broad range of technical environments including but not limited to laboratories and providing expert technical assistance to both staff and students, supporting and servicing key teaching and research infrastructure within the Institute of Health and Wellbeing (IHW) across Federation University locations. The Senior Technical Officer (IHW) will coordinate the access, usage, quality assurance and compliance of a range of laboratories as well as providing laboratory services to enable key teaching and research priorities to be met.

The Senior Technical Officer (IHW) is responsible for supervision of staff, equipment and consumables to support teaching and research activities within the Institute. The position will work collaboratively with other Institutes including FedTAFE to support students and staff with technical activities where the incumbent has the appropriate training and/or qualifications.

Portfolio

Fed Services serves as the primary point of contact for the Federation University community, offering frontline assistance in partnership with various university business units. Our services encompass key operational areas including People and Culture, IT Services, Property and Infrastructure and Academic Support functions. We provide support via service cases, telephone, and in-person interactions across all Federation University campuses. By collecting and analysing data on every enquiry, we gain valuable insights into the customer journey and experience, enabling us to continuously improve employee experience across service channels through ongoing initiatives.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Provide specialist technical support for teaching laboratories, workshops and other space maintained by technical services and ensure all equipment and consumables required for undergraduate practical classes are set up ahead of experiments, appropriately cleaned, stored, and checked upon completion to enable quality teaching outcomes.
2. Supervise technical staff within the direct Technical Services team, including probationary requirements and Performance Review and Development Program as well as the rostering of staff to support the delivery of labs.
3. Provide specialist technical advice and support to Technical and Institute staff and Higher Degree by Research (HDR) students.
4. In consultation with the Coordinator, Technical Services (IHW), set up, monitor, and maintain equipment for undergraduate practical classes and research.
5. Contribute to the laboratories and other space maintained by technical services operations at the campus' by identifying, resolving or escalating issues as required and providing on campus direction to the assigned Technical Services team, supporting the Coordinator, Technical Services (IHW).
6. Oversee and maintain accurate records of laboratories, workshops and other space maintained by technical services requirements for each course and research projects and ensure appropriate supplies of equipment and consumables are available.
7. Manage the preparation, organisation and distribution of equipment, consumables and materials to laboratories and other sites of teaching and research.
8. Complete and/or review hazard identification, risk assessments and control (HIRACs) and maintain records for activities carried out in laboratories, workshops and other space maintained by technical services, ensuring compliance with Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) requirements and contribute to the management of hazardous substances and biological wastes, ensuring compliance with all relevant legislation, policies processes (e.g. Safety Data Sheets and maintain the chemical register) and guidelines and
9. Oversee and contribute to maintaining equipment to required standards, provide recommendations for the effective management of equipment, and assist in the identification and purchase of new equipment within budget.
10. Participate in meetings, activities and networks relevant to the position.

11. Support outreach activities by participating in activities such as Open Day and maintain networks relevant to the position.
12. Other duties as directed by Coordinator, Technical Services (IHW) relevant to the role as required.
13. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
14. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
15. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Senior Technical Officer (IHW) works under the broad direction of the Coordinator, Technical Services (IHW) and will work independently, with the discretion to innovate within their function and delegate tasks, and understanding all activities contribute to the overall support of the Institute. The position will be required to take responsibility for identifying, resolving or escalating issues related to technical services on campus issues when appropriate.

The incumbent is expected to resolve complex problems through the use of specialist knowledge and experience, designing, developing and testing complex equipment, planning resource use and allocation and exercising high level diagnostic skills. The incumbent will be responsible for individual time management and for using initiative in prioritising work and balancing a range of tasks. Judgment will be needed to ensure matters are escalated when necessary. The ability to work in a professional self-motivated and engaged manner with staff and students and have the organisational skills to give appropriate advice is required.

Position and organisational relationships

The Senior Technical Officer (IHW) reports to the Coordinator, Technical Services (IHW) and is responsible for supporting the delivery of technical support to courses, programs and research within the Institute of Health and Wellbeing. The position will be required to work collaboratively with all staff including Academics and HDR students. The position will supervise the Technical Officers (IHW) and work collaboratively within Fed Services. The position also works across the University, in particular working closely Property and Infrastructure, Finance and Risk, Health and Safety, People and Culture, as well as external stakeholders such as Department of Health and Human Services.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - A relevant degree in nursing or health related discipline with subsequent relevant work experience; extensive experience and specialist experience or broad knowledge in technical fields; or
 - an equivalent combination of relevant experience and/or education/training.
2. A current Australian Drivers Licence is required.
3. A current First Aid and CPR certification is required.
4. Hold a valid Employer Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

5. Demonstrated experience in providing specialist technical support for teaching laboratories, preferably in a tertiary education setting.
6. Demonstrated experience in the preparation, organisation, procurement and distribution of equipment, consumables and materials in health laboratories.
7. Demonstrated experience in managing, monitoring, and maintaining specialist equipment, including providing recommendations on its usage, servicing schedules, and lifecycle management to ensure optimal performance and longevity.
8. Demonstrated knowledge of Occupational Health and Safety (OH & S) and Environmental Health and Safety (EH & S) responsibilities as relevant for a laboratory or workshop setting containing hazardous substances and equipment.
9. Demonstrated ability to assist academic staff and HDR students with experimental design and equipment to enable research laboratories and other classes/projects to run efficiently and effectively.
10. Demonstrated ability to work independently with excellent time management, attention to detail and the ability to prioritise tasks to meet competing deadlines.
11. Demonstrated ability to work and provide leadership in a multi-functional team environment and contribute positively as an effective team member.
12. Demonstrated leadership, interpersonal and communication skills, including the ability to establish collaborative working relationships with a range of stakeholders including academic staff and students and may be required to work across institutes and disciplines of other areas when suitable, qualified and experienced.
13. Demonstrated working knowledge and application of the Child Safety Standards.
14. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.