

Position description

Greater together 

Position title:	Technical Officer, IHW
Institute/School/Centre/ Directorate/VCO:	Fed Services
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Willis Medd, Coordinator, Technical Services Telephone: (03) 5122 6552 Email: w.medd@federation.edu.au
Recruitment number:	JR101174

Position summary

The Technical Officer (IHW) is responsible for providing technical support, advice and services in practical student learning environments to staff and students within the Institute of Health and Wellbeing (IHW) across various disciplines in higher education practical student learning environments and research programs across Federation University locations. This includes organising access and usage across a broad range of laboratories, workshops and other space maintained by technical services whilst contributing to ensuring quality service standards are adhered to within the Institute. The position will also collaborate with researchers on a variety of projects. The position will work collaboratively with other Institutes including FedTAFE to support students and staff with technical activities. Where appropriate, from time to time the incumbent may be required to assist Technical Services in other Institutes, where the incumbent has the appropriate training and/or qualifications.

The Technical Officer, (IHW) will need to possess excellent time management and organisational skills as well as demonstrating a flexible approach to the changing needs of students and staff.

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 technical support for teaching and research across a range of laboratories, workshops and other space maintained by technical services by ensuring all equipment and consumables required are set up prior to and appropriately cleaned, stored and checked upon completion to enable quality teaching and research outcomes.
2. Maintain accurate records of individual laboratories, workshops and other spaces maintained by technical services requirements for each unit and research project and ensure appropriate supplies of equipment and consumables are available.
3. Ensure technical equipment is maintained in accordance with manufacturer's requirements to ensure effective and efficient operation and appropriate maintenance records are maintained.
4. Complete risk assessments for all laboratories, workshops and technical activities and equipment and ensure compliance with Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) requirements. Undertake risk mitigation and ensure accurate and up to date documentation is maintained.
5. Prepare and safely dispose of materials including hazardous substances, biological and other wastes and ensure compliance with all relevant legislation, policies, processes and guidelines.
6. Induct and provide instruction for Staff and Post Grad Students in laboratory safety before laboratories, workshops and other space maintained by technical services before space is used.
7. Set up, monitor and demonstrate standard experiments and equipment use and, under general direction assist in the conduct of major experiments and research.
8. Organise access and maintain accurate records of staff and student access to facilities.
9. Contribute as required to the delivery of Respiratory Fit testing for students and staff prior to undertaking placement.
10. Other duties as directed by the Senior Technical Officer (IHW) and/or Coordinator, Technical Services (IHW) relevant to the role as required
11. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
12. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.

13. 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

Technical Officer (IHW) reports to and works under general direction of the Senior Technical Officer (IHW). The position is responsible for providing technical support for teaching and Research laboratories and technical activities. The position is required to perform a wide range of tasks that impact on the successful running of the teaching and research activities therefore the position is required to manage multiple and competing tasks and deadlines.

The Technical Officer (IHW) is required to resolve problems using the application of standard technical training and experience to solve problems. The position will perform tasks within existing policies, procedures and guidelines. Judgment is required to ensure matters are escalated when necessary.

The position is required to have a comprehensive knowledge and application of Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) requirements and the operation and use of laboratory and other technical equipment.

Position and organisational relationships

The Technical Officer (IHW) reports to the Senior Technical Officer (IHW) and is managed by the Coordinator, Technical Services (IHW). The Technical Officer (IHW) is responsible for organising and delivering technical support to courses and programs within the Institute. The position is required to support students and work collaboratively with academic staff to assist in the conduct of major experiments and research under general direction and set up and monitor standard experiments and equipment use under broad direction. The incumbent may be required to prepare reports of a technical nature.

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 degree without subsequent relevant work experience; or
 - an advanced diploma qualification and at least 1 year subsequent relevant work experience; or
 - a diploma qualification and at least 2 years subsequent relevant work experience; or
 - a Certificate IV and extensive relevant work experience; or
 - a post-trades certificate and extensive (typically more than 2 years) relevant experience as a technician; or
 - an equivalent combination of relevant experience and/or education/training.
2. 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

3. Demonstrated experience in providing technical support services for a teaching laboratory, preferably in a tertiary education setting.
4. Demonstrated experience in coordinating the preparation, organisation and distribution of equipment, consumables and materials in laboratories and other sites of teaching and research.

5. Demonstrated knowledge and application of OH&S and EH&S responsibilities in laboratory settings, including the ability to identify and mitigate risks to ensure a safe environment.
6. Demonstrated ability to support academic staff with experimental designs and equipment to enable research, laboratories and other classes to be run efficiently and effectively.
7. Demonstrated ability to document and maintain a range of accurate technical records for teaching and research laboratories and projects.
8. Demonstrated organisational and time management skills including the ability to prioritise competing work demands and meet strict deadlines.
9. Demonstrated communication skills and the ability to relate well to a diverse range of staff and students.
10. Support outreach activities by participating in activities such as Open Day and maintain networks relevant to the position.
11. Demonstrated ability to use initiative and work independently as well as work collaboratively within a team environment and may be required to work across institutes and disciplines of other areas when suitable, qualified and experienced.
12. Demonstrated alignment with the University's commitment to child safety.
13. A current Australian Drivers Licence required for this role.
14. A current First Aid and CPR certification is required for this role.
15. Demonstrated working knowledge and application of the Child Safety Standards.
16. 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.