

POSITION DESCRIPTION



Senior Technical Support Officer - Chemistry

POSITION DETAILS

Position Title	Senior Technical Support Officer-Chemistry
Classification	HEW 6
Position Number	7009642
School/Office	Teaching & Research Technical Services
Division	DVCE&S

POSITION PURPOSE

Senior Technical Support Officers are responsible for provision of technical support to both teaching and research activities. This includes, but is not limited to, preparing materials and equipment prior to classes as well as providing safety guidance to staff and students. They ensure that equipment and facilities within their scope are adequately and safely used and maintained.

The Chemical and Biological Sciences team is a multidisciplinary team so whilst this Senior Technical Support Officer position is focused on chemistry, they may also be required to provide technical support to biological sciences subjects or research, dependent on operational requirements to ensure the highest quality level of technical service is provided to students and researchers.

KEY ACCOUNTABILITIES

General Responsibilities:

1. Prepare practical teaching spaces (e.g. laboratories) including materials and equipment for undergraduate practical classes in the discipline of chemistry and where operational needs require in biological sciences. This includes providing relevant technical support and instruction to staff and students throughout practical classes, demonstrating safe and proper use of instrumentation to staff and students.
2. Support research activities in the discipline of chemistry and where operational needs require in biological sciences. This includes providing technical advice to research students, providing instruction on the use of complex research equipment, ordering goods, organising servicing of scientific equipment, participating in data collection and liaising with Academic staff on critical matters concerning research facilities.
3. Operate, calibrate and maintain a range of complex equipment relevant to analytical chemistry.

4. Provide ongoing assistance to researchers and HDR students, particularly in non-teaching periods and assistance with on-going maintenance of research equipment and data collection.
5. Participate in the selection and purchase of capital, minor equipment and consumable items required for teaching, research and consultancy activities. This may involve liaising with external suppliers/manufacturers to ensure the most suitable and effective outcome for high level procurement.
6. Ensure that all specialised waste is disposed of or recycled according to University and regulatory requirements.
7. Development of Standard Operating Procedures (SOP's) for all equipment and processes across the multi-disciplinary Chemical & Biological Sciences team. Ensure that procedures are up to date and followed.
8. Actively participate in any regular stocktakes, audits or reorganisation of practical teaching spaces, including assets, materials, equipment and general storage areas under the direction of the Technical Team Leader-Chemical & Biological Sciences.
9. Be actively involved in identifying and recommending areas of improvement within own technical team or as part of project teams through active participation in Continuous Process Improvement (CPI).

Work Health and Safety Responsibilities:

1. Evaluate workplaces and practices and develop appropriate risk assessments.
2. Maintain and update Safety Data Sheets (SDS) for all chemicals used in teaching laboratories, including coordination and assistance in compilation of SDS rec records for research facilities.
3. Conduct laboratory safety inductions for new staff and students working in practical teaching spaces and research areas.
4. Ensure appropriate receipt, handling, storage and disposal of materials (e.g. chemical or biological as relevant for specific disciplines) used in practical teaching and research spaces. This may include providing detailed responses to audit findings and implementing associated corrective actions.
5. As required by a specific discipline, maintain chemical inventories and storage in accordance with the Dangerous Goods Acts and National Codes of Practice and Labelling codes. This includes accurate barcoding and tracking of chemicals via Chemwatch.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Undergraduate Degree in Chemistry and/or an equivalent combination of relevant experience and education/training relevant to Chemistry.
2. Extensive experience working in a Chemistry laboratory or closely-related facility.
3. Demonstrated experience in the use and maintenance of complex equipment and instrumentation specific to a range of chemistry disciplines.
4. Demonstrated experience in undergraduate technical support including preparing and setting up practical teaching places, including laboratory and any other specialised practical teaching facilities as operationally required.
5. Well-developed organisational skills with demonstrated ability to manage multiple priorities and meet deadlines in a complex environment.
6. High level communication skills including interpersonal, oral and written skills with a demonstrated ability to work within a multidiscipline team environment effectively and collegially.
7. Demonstrated experience in undertaking work which involve chemicals and other dangerous goods.

KEY RELATIONSHIPS

- **This position reports to:** Technical Team Leader-Chemical & Biological Sciences
- **This position supervises:** NA
- **Key internal relationships:**
 - Technical Manager-Science, Education and Humanities
 - Technical Team Leader-Chemical & Biological Sciences
 - Other technical team members
 - Technical staff from other technical teams in TRTS
 - School or Institute staff, both Academic and Professional
 - Students
- **Key external relationships:**
 - Suppliers of goods and equipment

CHALLENGES

- Required to liaise with academic staff on technical matters as required.
- Required to ensure practical teaching spaces (e.g. laboratories) and equipment for which they are responsible are maintained to a standard where they are adequate for teaching and research despite high demands on the resources.
- Need to forward plan for future equipment and consumable needs to ensure timely delivery of high level technical service at all times.
- Be flexible and responsive to change as required.
- Be available on-campus to support campus based teaching and research activities as required.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

BUSINESS UNIT EXPECTATIONS

Teaching & Research Technical Services (TRTS) conducts its operations on a number of campuses and whilst employees are primarily located on one campus, they may be required to work at and travel between any of these locations for set periods of time to meet operational needs.

Hours of work for employees in TRTS may vary due to operational requirements in supporting teaching classes or research projects. As such the ability to work to a roster between the hours of 7am - 10pm Monday to Sunday may be required.

Approved by: Director, Teaching & Research Technical Services
Date: October 2025