

# POSITION DESCRIPTION



## Technical Support Officer, Horticulture



### POSITION DETAILS

<b>Position Title</b>	Technical Support Officer, Horticulture
<b>Classification</b>	HEW Level 5
<b>Position Number</b>	7013128
<b>School/Office</b>	Teaching & Research Technical Services
<b>Division</b>	DVC Education & Students

### POSITION PURPOSE

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

The Technical Support Officer sits with the Applied Science team and will focus on technical support for practical learning in agriculture/horticulture but may also be required to provide technical support for other discipline areas within the team including, biological sciences, food science, animal sciences and environmental health.

### KEY ACCOUNTABILITIES

1. Prepare practical teaching spaces (e.g. laboratories) including materials and equipment for undergraduate practical classes. 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. This includes providing basic technical support to research students, providing instruction on the use of complex research equipment, ordering goods and liaising with Academic staff on critical matters concerning research facilities
3. Assist the selection and purchase of minor equipment and consumable items required for teaching, research and consultancy activities.
4. Work as required in intensive cropping facilities ie. glasshouses, greenhouses, polytunnels etc, including maintenance of crops and facilities, harvesting, pest control, etc as required.

5. Operate, calibrate and maintain a range of complex equipment relevant to the discipline area of the technical team.
6. Advise Technical Team Leader of technical requirements for the purchase of capital equipment required for practical teaching spaces, postgraduate students and other technical officers. This involves arranging for quotations from manufacturers and/or liaising to provide the most cost effective outcome
7. Assist with maintenance of the asset management system
8. As required, maintain chemical inventories and storage in accordance with the Dangerous Goods Acts and National Codes of Practice and Labelling codes. This may include providing detailed responses to audit findings and implementing associated corrective actions.
9. Ensure that all physical containment licensing requirements are met for the practical teaching and research spaces that the Technical Officer is responsible for. This may include providing detailed responses to audit findings and implementing associated corrective actions
10. Ensure that all laboratory waste is disposed of or recycled according to University Waste Handling procedures.
11. Assist with development of Standard Operating Procedures (SOP's). Ensure that procedures are up to date and followed.
12. Assist in any regular stocktakes, audits or reorganisation of practical teaching spaces, including assets, materials, equipment and general storage areas under the direction of the Team Leader
13. Participate in Continuous Process Improvement (CPI) initiatives across technical operations, including cross-campus projects and service enhancements.
14. Ensure compliance with safety regulations by conducting audits, maintaining documentation, and delivering inductions for staff and students.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. An undergraduate degree in Horticultural or Agricultural Sciences, and/or an equivalent combination of relevant experience and education/training, specific to the relevant technical cluster discipline.
2. Demonstrated experience working in a Horticultural or Agricultural science laboratory or closely related facility, e.g. horticultural glasshouse or similar.
3. Demonstrated experience in undergraduate technical support including preparing and setting up practical teaching places, including laboratory, field or intensive glasshouse/greenhouse practical situations and any other specialised practical teaching facilities as required.
4. Strong problem-solving and planning skills – Ability to analyse issues, prioritise tasks, and manage competing demands effectively.
5. Clear communication and organisational skills – Strong written and verbal communication, with the ability to document procedures and coordinate multiple tasks efficiently.

## KEY RELATIONSHIPS

- **This position reports to:** Technical Coordinator – Applied Science
- **This position supervises:**
  - Nil supervision
- **Key internal relationships:**
  - Technical Coordinator
  - Technical Manager, Science, Education & Humanities
  - Other technical team members across the function
  - School or Institute staff, both Academic and Professional
  - Students

- **Key external relationships:**
  - Suppliers of goods and equipment

## **CHALLENGES**

1. Required to liaise with academic staff on technical matters as required.
2. 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.
3. Be able to forward plan for future equipment and consumable needs to ensure timely delivery of high-level technical service at all times.
4. Be flexible and responsive to change as required.
5. 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: Transferred to new format**

**Date: 06.11.2025**