

POSITION DESCRIPTION



Senior Technical Officer, Factory of the Future



POSITION DETAILS

Position Title	Senior Technical Support Officer, Factory of the Future
Classification	HEW Level 6
Position Number	7012865
School/Office	Innovation
Division	Research and Innovation

POSITION PURPOSE

The Factory of the Future Senior Technical Support Officer is responsible for the provision of technical support in the Factory of the Future facility which include smart manufacturing equipment and other resources. The Senior Technical Support Officer will also promote industry engagement and support the delivery of activities to the community. This includes, but is not limited to, preparing materials and equipment prior to technology demonstrations and learning sessions as well as conferring safety guidance to university guests (e.g., companies, schools), staff and students. The Senior Technical Support Officer ensures the equipment and facilities, within their scope, are adequately used and maintained. The role may require the individual to occasionally take on a supervisory role of technical staff members.

KEY ACCOUNTABILITIES

1. Deliver high-quality technical support for teaching, research and industry activities, enabling effective use of advanced manufacturing facilities and equipment.
2. Ensure all demonstration, teaching and learning environments are fully prepared, equipped and operational to support engaging and safe user experiences.
3. Enable safe, compliant and efficient operation of facilities by implementing and maintaining WHS standards, audits and regulatory requirements.
4. Maintain and optimise complex technical equipment and instrumentation to ensure reliability, capability and continuous availability for users.
5. Build user capability by training staff, students and industry partners in the effective and safe use of specialised equipment and processes.
6. Sustain facility operations by managing procurement, inventory and asset records to ensure timely supply and cost-effective resourcing.
7. Strengthen industry engagement by delivering demonstrations, workshops and collaborative activities that showcase facility capabilities.
8. Drive continuous improvement by developing and maintaining standard operating procedures, contributing to process enhancements and supporting technical projects.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Demonstrated experience operating and maintaining complex technical equipment to ensure safe, reliable and effective use.
2. Proven ability to deliver hands-on technical support in teaching, research or industry settings so activities run smoothly.
3. Strong knowledge of workplace safety practices, with the ability to apply safety procedures, run inductions and maintain compliance.
4. Ability to train and guide others, clearly explaining technical processes and building user capability.
5. Good organisational and planning skills to manage equipment, materials and competing priorities.
6. Clear communication skills to work effectively with staff, students, industry partners and suppliers.

KEY RELATIONSHIPS

- **This position reports to:** Manager, Factory of the Future
- **This position supervises:** N/A
- **Key internal relationships:**
 - Wider Innovation Team
 - Academic staff
 - Technical team members
 - Students
- **Key external relationships:**
 - Industry partners
 - University guests (e.g. schools, community groups)
 - Suppliers and equipment vendors

CHALLENGES

1. Balancing competing demands across teaching, research and industry activities, requiring constant prioritisation to ensure facilities and equipment are available when needed without disruption.
2. Maintaining complex and heavily used technical equipment in optimal condition, while anticipating future needs and minimising downtime in a high-demand environment.
3. Ensuring strict safety and regulatory compliance across diverse users (students, staff, industry and visitors), each with varying levels of experience and risk awareness.
4. Coordinating and communicating effectively with a wide range of stakeholders, translating technical concepts into clear guidance while supporting both educational and industry objectives.

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.

Approved by: Lead People & Culture Partner

Date: 25/6/26