

POSITION DESCRIPTION

Technical Support Officer – Humanities, Education & Arts



WESTERN SYDNEY
UNIVERSITY



POSITION DETAILS

Position Title	Technical Support Officer, Humanities, Education & Arts
Classification	HEW Level 5
Position Number	7016839
School/Office	Teaching & Research Technical Services (TRTS)
Division	DVCE&S

POSITION PURPOSE

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 Humanities, Education & Arts (HEArts) team supports a diverse and multidisciplinary portfolio of teaching and research activities. This Technical Support Officer will therefore be required to provide technical support across a broad range of disciplines, technologies, facilities, and campuses, subject to operational requirements. These may include areas such as PDHPE, game development, photographic media, and creative arts, as well as other disciplines supported by the team. The position requires a high degree of adaptability and the ability to develop competency in a broad range of equipment, software, and technical environments.

Unlike discipline-specific technical roles, the position is not permanently assigned to a particular discipline, School, campus, or technology. Technical support responsibilities may change regularly according to teaching timetables, research requirements, operational priorities, and the needs of Teaching & Research Technical Services, to ensure seamless delivery of technical services in rapidly changing teaching environments.

The position will be primarily located at Parramatta South campus; however, the role supports activities across multiple Western Sydney University campuses. Regular travel and flexible deployment between campuses will be an inherent requirement of the position, based on teaching, research, and operational needs.

KEY ACCOUNTABILITIES

General Responsibilities:

1. Provide technical support across the range of disciplines supported by the team, including the preparation, operation and maintenance of specialist teaching and research spaces, equipment, software, and technologies, as required.
2. Assist in the operation and maintenance of specialist teaching and research facilities supported by the team. These may include creative arts, photographic and digital media, game development, PDHPE and other specialist facilities and environments within the team's support.
3. Participate in the selection and purchase of minor equipment and consumable items required for teaching and research activities.
4. 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.
5. Ensure that all waste is disposed of or recycled according to University procedures.
6. Development of Standard Operating Procedures (SOP's) for all equipment and processes across the multi-disciplinary Humanities, Education & Arts (HEArts) team. Ensure that procedures are up to date and followed.
7. Actively participate in any regular stock takes, audits or reorganisation of practical teaching spaces, including assets, materials, equipment and general storage areas under the direction of the Technical Coordinator.
8. Work flexibly across the campuses, disciplines and technical areas supported by the team, including travelling between university campuses and adapting work priorities and technical support activities in response to teaching, research, and operational requirements.
9. Be actively involved in identifying and recommending areas of improvement within own technical team or as part of CPI or Kaizen project teams.
10. Actively participate or project lead Continuous Process Improvement projects.

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 records for research facilities.
3. Ensure appropriate receipt, handling, storage and disposal of specialized waste materials (e.g. chemical) used in practical teaching and research spaces.
4. Ensure the teaching and research areas and the students who work in them comply with safety regulations by conducting regular safety audits of such areas as required by the University's Safety policy. Conduct facility safety inductions for new staff and students working in practical teaching spaces

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Undergraduate Degree in Humanities, Arts, Education and/or an equivalent combination of relevant experience and education/training.
2. Demonstrated experience in technical support of specialist facilities and environments across multiple humanities or arts-based fields (e.g. creative arts, photographic and digital media, game development, PDHPE etc).
3. Demonstrated experience in undergraduate technical support including preparing and setting up practical teaching places, including laboratory, studio, workshop practical situations and any other specialised practical teaching facilities as operationally required.

4. Well-developed organisational skills with the ability to prioritise, meet deadlines and undertake multiple tasks.
5. High level communication skills including interpersonal, oral and written skills with a demonstrated ability to use computer applications including spreadsheet and word processing packages.
6. Demonstrated experience in undertaking work which involves chemicals, dangerous goods and biologically hazardous materials.

KEY RELATIONSHIPS

This position reports to: Technical Coordinator-Humanities, Education & Arts (HEArts)

This position supervises: None

Key internal relationships:

- Technical Manager – Science Education and Humanities
- Technical Coordinator – Humanities, Education & Arts (HEArts)
- Other technical team members
- Technical staff from other technical teams
- Faculty, School, both Academic and Professional
- Students

Key external relationships:

- Suppliers of goods and equipment

CHALLENGES

- This role is intended to be a generalist technical role that will support the breadth of the Humanities, Education & Arts technical portfolio, so will be required to support classes across multiple disciplines. The role will be challenging in that the role will require a broad knowledge across multiple areas rather than a specialized focus.
- The successful candidate must be able to work flexibly across the campuses, disciplines and technical areas supported by the team, including travelling between university campuses and adapting work priorities and technical support activities in response to teaching, research, and operational requirements.
- Being able to work with academic staff across multiple disciplines on technical matters as required.
- Ensuring practical teaching spaces (e.g. studios, workshops and 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.
- 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:

Date: