POSITION DESCRIPTION

Technical Manager, Health

POSITION DETAILS

Position Title	Technical Manager-Health
Classification	HEW Level 9
Position Number	7009619
School/Office	Teaching & Research Technical Services
Division	DVC Education & Students

POSITION PURPOSE

Technical Managers are responsible for the end to end management of a functional cluster of technical support. They work with the Director and senior stakeholders from Schools/Institutes/Faculties to understand the technical support needs of the relevant area and prioritise the most efficient and effective way to meet various demands. Technical Managers will supervise Technical Team Leaders and Technical Coordinators within their cluster providing a cohesive operational direction to enable technical teams to provide a high quality teaching and research technical services. They will also enable capability building and career progression opportunities within their cluster as well as driving an ethos for continuous improvement. The position monitors the Cluster's technical spending within Schools/Institute's/Faculties in conjunction with School/Institute/Faculty management and ensures that all purchases comply with University policies and procedures.

This Technical Manager position provides leadership to the Health Cluster and will focus on managing all activities in this discipline area.

Operating within a multi-campus university, the Technical Manager collaborates with other Technical Managers and provides cross-cluster support when required. The position plays a key role in driving continuous improvement initiatives that enhance service delivery and operational efficiency across the broader technical support network.

KEY ACCOUNTABILITIES

- **Deliver high-quality technical support** for teaching and research by coordinating resources across the Health cluster. This includes establishing team goals and objectives and undertaking strategic planning activities to enhance co-ordination and delivery of the cluster's support services.

- **Foster a positive and productive work environment** and uphold consistent standards of technical service delivery. This includes leading or participating in recruitment activities with the aim to uphold or improve those standards through new talent acquisition.

- **Coordinate cluster workloads** to ensure coverage of operational needs supported by all technical teams within the cluster. This may include cross team management of resources.

- **Ensure optimal utilisation of technical resources** by monitoring and adjusting support schedules for teaching and research activities.

- **Maintain an operational framework** for the ongoing efficient and effective management, usage coordination and maintenance of the teaching and research facilities. Ensure facilities remain operational, fit for purpose and meet all compliance requirements to meet regulatory obligations (such as PC2, quarantine, Anatomy Act, dangerous good regulations etc).

- **Actively lead Continuous Improvement initiatives** (including Kaizen projects) across technical operations, including cross-campus, cross-team and cross-cluster projects and service enhancements. Lead by example in driving a continuous improvement culture.

- **Ensure compliance with safety regulations** by conducting audits, maintaining documentation, and delivering inductions for staff and students.

- **Assist in TRTS strategic planning** and where relevant provide strategic planning advice to Schools, Institutes and Faculties.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Postgraduate qualification in Science, Medical Science, Allied Health or related discipline and/or an equivalent combination of extensive relevant experience.

- Demonstrated experience and proven success in the effective management, co-ordination, supervision, and leadership of staff and functions in teaching and research technical support for Health related disciplines.

- Substantial experience in the development and management of budgets and related financial activities for the effective operation of a technical support group.

- Demonstrated experience and knowledge of relevant regulatory and compliance issues relevant to technical support of Health related disciplines.

- Demonstrated experience working in and managing technical facilities and the demonstrated ability to develop and implement policies and procedures to ensure efficient and effective workplace operations.

- High level organisational skills with the ability to prioritise, meet deadlines and undertake multiple tasks. Demonstrated analytical, evaluative and problem-solving expertise, with the ability to manage conflicting priorities.

- 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**: Director - TRTS
- **This position supervises**:
  - 1 x Technical Coordinators (HEW 8)
  - 2 x Technical Team Leader (HEW 7)
  - Casual technical staff as required to meet peak work periods or specific limited term projects
- **Key internal relationships**:
  - Director TRTS
  - Other Technical Managers
  - Technical Coordinators
  - Technical Team Leaders
  - Other technical team members across TRTS
  - School Institute or Faculty staff, both Academic and Professional
  - Students
- **Key external relationships**:
  - Suppliers of goods and equipment
  - Various regulatory and compliance organisations or governing bodies.

CHALLENGES

- Balancing diverse technical demands across disciplines. The role spans Medical Science, Medicine, Nursing and Allied Health, including all subdisciplines. This role must support their unique teaching and research needs. Coordinating technical support that meets varied academic expectations requires adaptability and deep cross-disciplinary understanding.
- Creating and maintaining a positive work environment with the goal of providing and maintaining a high standard of teaching & research support services. This includes managing staff performance and development in a shifting environment.
- Ensuring compliance with safety regulations across multiple facilities. The role must uphold strict safety standards in facilities across various disciplines. Keeping documentation current and ensuring all users are trained or properly certified to use equipment and facilities.
- Driving operational improvements while maintaining daily service delivery
  The role is expected to lead Continuous Improvement projects across campuses, all whilst ensuring consistent technical support for teaching and research supported by their Cluster. Balancing strategic initiatives with operational responsibilities can be demanding.

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: 18/07/2025