

POSITION DESCRIPTION



Senior Technical Support

Officer, Digital Media



POSITION DETAILS

Position Title	Senior Technical Support Officer, Digital Media
Classification	HEW Level 6
Position Number	7004727
School/Office	Teaching & Research Technical Services (TRTS)
Division	DVCE&S

POSITION PURPOSE

The Senior Technical Officer will primarily be responsible for the provision of technical support for teaching and research activities and associated facilities. This includes but is not limited to preparing equipment, teaching materials, equipment support and setups to support practical learning and research.

The Senior Technical Officer will assist the Technical Coordinator in providing efficient management, supervision and support and attend to the day-to-day management of the practical learning and research in the areas of Visual Communication and Design, with specific focus on the area of interactive digital media.

The position incumbent is required to use initiative as well as problem solving and decision-making skills to ensure that work is managed efficiently. The scope of the position is broad including interaction with students and academic staff to provide information, assistance and advice that will lead to better communication, student learning and quality of service, thus providing a better experience for all parties

KEY ACCOUNTABILITIES

1. Prepare practical teaching spaces 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 technical advice to research students, providing instruction on the use of complex research equipment, ordering goods, organising servicing of equipment and liaising with Academic staff on critical matters concerning research facilities.
3. Develop digital media resources to support the teaching program and support staff and students who are developing projects in the broad areas of interface design, digital publications, and web development, as well as programming for interactive design, gaming, iOS and Android App
4. Provide technical support to staff and students using Adobe Animate, Adobe XD, Adobe AfterEffect Figma, SME on Adobe InDesign, Adobe Dreamweaver, Adobe Illustrator, Adobe Photoshop during scheduled classes and outside scheduled classes in the digital media labs and studios.

5. Provide technical expertise for Unity 2D game production using the supplied coded templates, this includes debugging student game prototypes in Unity. Provide technical advice on asset management in studio classes. including maintaining, updating and enhancing the Unity project templates, associated C# code and Unity software versions.
6. Provide students and academic staff access to industry standard media production equipment, when rostered to be on duty in the audio-visual loans store.
7. Navigation and maintenance of the Apache web servers, including change, debug, update, using PhpMyAdmin for the administration of MySQL.
8. Collate material and provide designed user interfaces for end of year Design Students Graduation Exhibitions, and other engagement events.
9. Be actively involved in identifying contributing and acting as a subject matter expert for continuous improvement activities within own technical team or across technical teams/clusters.
10. 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) or Kaizen projects.
11. Ensure that all specialised and general waste is disposed of or recycled according to University procedures.
12. Develop and author and/or review standard operating procedures. Ensure that procedures are up to date and followed, and assist in training new or junior staff and students on such procedures.
13. Undertake 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 Coordinator.
14. 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 laboratory safety inductions for new staff and students working in practical teaching spaces

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. An undergraduate degree in Visual Communication, Interactive Design (Game Development, UX/UI Design, or App Development) and/or an equivalent combination of relevant experience and education/training.
2. Demonstrated experience in maintaining a digital design studio and an illustration studio and mid-level competency of Unix-based server operating systems.
3. Extensive specialist knowledge and demonstrated high level of computer literacy skills including Graphic Design, Illustration, UI and UX, and Animation software management and in the structure, syntax, and uses of TML/CSS/JavaScript/Bootstrap, and able to use PhpMyAdmin to handle the administration of MySQL for Apache web servers to maintain resources for the teaching program.
4. High level understanding of visual design principles: layout, colour and typography and design methodology including wireframes, interactive prototypes for 2D Game production using Unity, for the development and delivery of interactive media applications (apps).
5. Demonstrated experience in macOS, iOS, Windows and cross platform game engines; the ability to support a range of applied technologies, including mobile devices and immersive AR/VR devices, and an understanding and experience with command line scripting; HTML and C# coding and interpreted high-level programming language.
6. Well-developed organisational and interpersonal skills with the ability to prioritise, and undertake multiple tasks, including the ability to work effectively as a team member assisting a diverse set of clients and the ability to exercise judgement, monitor workflow and meet deadlines.
7. Excellent level of written and oral communication skills with a demonstrated ability to use computer applications including spreadsheet and word processing packages, write technical protocols and verbally communicate technical methods to inexperienced users.

KEY RELATIONSHIPS

- This position reports to: Technical Coordinator
- This position supervises: Nil.
- Key internal relationships:
 - Technical Manager, Science, Education & Humanities
 - Technical Coordinator
 - Other technical team members
 - Technical staff from other technical teams
 - Faculty and School Academic and Professional staff
- Key external relationships:
 - Suppliers of goods and equipment

CHALLENGES

- Balancing multiple competing technical demands: role requires the ability and interpersonal skills to prioritise, and undertake multiple tasks, including the ability to work effectively as a team member assisting a diverse set of clients and the ability to exercise judgement, monitor workflow and meet deadlines
- Driving operational improvement while maintaining daily service deliver: the role is expected to actively contribute to continuous improvement projects, all while ensuring consistent technical support for teaching and research
- 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: Office for People

Date: 15.06.2026