

POSITION DESCRIPTION

Senior Technical Support Officer, Social Sciences, Psychology & Education



POSITION DETAILS

Position Title	Senior Technical Support Officer, Social Sciences, Psychology & Education
Classification	HEW Level 6
Position Number	7005491
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 and attend to the day to day processes and requirements of Technology Assisted Research in physical and virtual environments, including associated specialist facilities by preparing equipment, teaching materials and setups to support practical learning and research.

The Senior Technical Officer will assist the Technical Coordinator Leader 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 Psychology, Education and Social Sciences across multiple campuses.

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. Manage, maintain and troubleshoot research, teaching and cyber security technologies, including hardware, software, cloud services, virtual environments and specialised applications to ensure delivery of teaching and research outcomes.
4. 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.

5. 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.
6. Ensure that all specialised and general waste is disposed of or recycled according to University procedures.
7. 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.
8. 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.
9. 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 Applied Technology or Interactive Media and/or an equivalent combination of relevant experience and education/training.
2. Extensive experience in the provision of technical support related to teaching and research in Social Sciences, Psychology or Education.
3. Extensive experience in the provision of technical support related to teaching and research in Social Science, Psychology and Education, including preparing and setting up practical teaching spaces such as laboratories or any other specialised practical teaching or research facilities as required.
4. Extensive specialist knowledge and demonstrated experience in supporting a range of data and biofeedback tools and associated technology platforms.
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
- Ensuring compliance with safety regulations across multiple facilities: the role must uphold strict safety standards, risk assessments, safety performing inductions for staff and student and participating in safety audits
- 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