

POSITION DESCRIPTION



Technical Coordinator, Environmental Science & Sustainability



POSITION DETAILS

Position Title	Technical Coordinator – Environmental Science & Sustainability
Classification	HEW Level 8
Position Number	7011632
School/Office	Teaching & Research Technical Services
Division	DVC Education & Students

POSITION PURPOSE

The Technical Coordinator (Environmental Science & Sustainability) is responsible for the coordination, rostering, and management of technical staff within the Environmental Science & Sustainability technical team. This role ensures the delivery of high-quality technical support for field based research focused on Environmental Science and Sustainability.

The Technical Coordinator will work closely with the Hawkesbury Institute of the Environment's (HIE) academics and other technical staff to ensure the smooth operation of the EucFACE facilities, a world-leading study site determining the impacts of rising atmospheric carbon dioxide in a eucalypt forest. The incumbent will be responsible for coordination and management of activities at the EucFACE site and supervision of technical staff team members at co-located research facilities of the Eddy Flux tower, Whole Tree Chambers, and Pastures and Climate Extremes. The role includes organising and scheduling access to the site by staff, students, visitors and conducting WH&S training.

This role is expected to manage all day-to-day operational challenges in the delivery of technical support services with minimal input from the Technical Manager.

As both a leader and functional team member, the Technical Coordinator actively participates in hands-on technical support while overseeing operational responsibilities such as staff supervision, performance development, and resource allocation. The role also manages acquisition of supplies and equipment essential to research, ensuring cost-effective and compliant procurement.

Operating within a multi-campus university, the Technical Coordinator collaborates with other technical teams and provides cross-campus support when required. The position plays a key role in maintaining safety standards, managing equipment and facilities, and driving continuous improvement initiatives that enhance service delivery and operational efficiency across the broader

technical support network.

KEY ACCOUNTABILITIES

1. **Provide operational technical support to research project leaders**, academic staff, postgraduate higher degree research and undergraduate students working on site at the EucFACE facility to ensure compliance with relevant policies and procedures. This includes delivering and monitoring of experimental treatments, and acquisition, management, storage and dissemination of data.
2. **Maintain specialist outdoor research facilities** to meet operational and safety standards. This includes field-site maintenance and oversight of the operation of the 6 EucFACE cranes.
3. **Manage access to field-based research facilities** and act as the coordination point for visitors, maintenance contractors and lead the procurement and delivery of supplies and equipment.
4. **Solve complex biological, technical and organisational issues** associated with all aspects of operating, managing and implementing experiments at EucFACE and periodically at other co-located field-based facilities, including the Eddy flux tower, whole tree chambers, Pastures and Climate Extremes facility and other field studies and plots.
5. **Foster a positive and productive work environment** to uphold consistent standards of technical service delivery. Lead by example in driving a continuous improvement culture.
6. **Allocate and manage team workloads** to ensure coverage of operational needs including rosters, leave, and performance planning.
7. **Ensure optimal utilisation of technical resources** by monitoring and adjusting support schedules for research activities that fluctuate based on seasonal variations in demand.
8. **Provide expert technical guidance** to their technical team, research staff and students, including equipment use, data collection, and risk evaluation.
9. **Lead Continuous Improvement initiatives** (including Kaizen projects) across technical operations, including cross-campus, cross-team and cross-cluster projects and service enhancements.
10. **Ensure compliance with safety regulations** by conducting audits, maintaining documentation, and delivering inductions for staff and students.
11. **Assist in TRTS strategic planning** and where relevant provide strategic planning advice to HIE.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **Relevant degree or equivalent experience** – in a Plant Science, Ecology, Environmental Science. Agriculture or related field, with highly developed technical expertise, preferably in a relevant area involving field-based research.
2. **Proven leadership of technical teams** – Experience managing and leading a team of technical staff and working in outdoor, environmental research facilities or conducting fieldwork.
3. **Research technical support** – Experience in understanding the needs of Environmental based researchers across multiple disciplines and providing advice and technical support to research projects.
4. **Facility and equipment management** – Experience managing research facilities and specialised equipment relevant to the outdoor environmental research.
5. **Excellent problem-solving and planning skills** – Ability to analyse issues, prioritise tasks, and manage competing demands effectively and autonomously.

6. **Clear communication and organisational skills** – Strong written and verbal communication, with the ability to document procedures and coordinate tasks efficiently.

KEY RELATIONSHIPS

- **This position reports to:** Technical Manager, Institutes
- **This position supervises:**
 - 1x Senior Engineering Technician (HEW 8)
 - 1x Technical Coordinator Outdoor Facilities (HEW8)
 - 1 x Senior Technical Support Officers (HEW 6)
- **Key internal relationships:**
 - Technical Manager- Institutes
 - Director HIE
 - HIE – Institute Manager
 - Other Technical Coordinators
 - Technical Team Leaders
 - Other technical team members across the function
 - School or Institute staff, both Academic and Professional
 - Students
- **Key external relationships:**
 - Suppliers of goods and equipment

CHALLENGES

1. **Facilitating an increase in the research output of the Institute, by identifying technology advancement opportunities, interacting with researchers and other entities involved with supporting research.**

This role manages a diverse range of outdoor and field based facilities in an research environment where the focus of research can change quickly dependant on grant funding.
2. **Managing staff performance and development in a shifting environment**

Leading a technical team involves handling rosters, absences, training, and performance reviews while maintaining service quality. This becomes challenging when workloads fluctuate or when onboarding new staff and casual assistants.
3. **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.
4. **Driving operational improvements while maintaining daily service delivery**

The role is expected to lead or contribute to Continuous Improvement projects across campuses, all while ensuring consistent technical support for teaching and research. Balancing strategic initiatives with operational responsibilities can be demanding.
5. **Working at Heights**

The position will be working at heights and must be willing to undertake appropriate training including the safe operation of a crane.

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.