

POSITION DESCRIPTION



Technical Manager, Research Institutes



POSITION DETAILS

Position Title	Technical Manager, Research Institutes
Classification	HEW Level 9
Position Number	7005969
School/Office	Teaching & Research Technical Services
Division	DVC Education & Students

POSITION PURPOSE

The Technical Manager – Research Institutes is responsible for the end-to-end leadership of research technical support for the Hawkesbury Institute of the Environment, the NICM Health Research Institute and the MARCS Institute for Brain, Behaviour and Development.

This role works closely with Institutes and TRTS leadership to drive infrastructure planning, oversee technical support and equipment needs for high-stakes research partnerships and programs, manage and lead teams of technical experts, and anticipate and communicate data, equipment, and infrastructure trends.

This role will supervise Technical Team Leaders and Technical Coordinators within the Institute cluster providing a cohesive operational direction to enable technical teams to provide high research technical support. They will also anticipate capability building and career progression opportunities within their cluster as well as driving an ethos for continuous improvement. The position monitors the Cluster's spending in conjunction Research Institute management and ensures that all purchases comply with University policies and procedures.

Leading 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

1. **Co-design with Institutes strategic plans** to ensure the continued alignment and value of TRTS services to enable world class research from Research Institutes.
2. **Anticipate and deliver high-quality technical support** for research by coordinating resources across the Institutes 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.

3. **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.
4. **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.
5. **Ensure optimal utilisation of technical resources** by monitoring and adjusting support schedules for teaching and research activities.
6. **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, animal ethics, TGA accreditation, dangerous goods regulations etc).
7. **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.
8. **Ensure compliance with safety regulations** by conducting audits, maintaining documentation, and delivering inductions for staff and students.
9. **Assist in TRTS strategic planning** and where relevant provide strategic planning advice to School's, Institutes and Faculties

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Postgraduate qualification in science or related discipline and/or an equivalent combination of extensive relevant experience.
2. Demonstrated experience and proven success in the effective leadership, co-ordination, supervision, and leadership of staff and functions in research technical support in a university, government or industry setting.
3. Substantial experience in the development of strategic plans, forward planning and forward thinking.
4. Demonstrated experience and knowledge of regulatory and compliance regulations relevant to technical support of research in a university setting.
5. Demonstrated experience working in and managing research facilities and the demonstrated ability to develop and implement policies and procedures to ensure efficient and effective workplace operations.
6. Demonstrated analytical, evaluative and problem-solving expertise, with the ability to manage conflicting priorities and meet deadlines.
7. High level of leadership skills with a demonstrated ability to negotiate with diverse stakeholders to achieve goals in a complex work environment.

KEY RELATIONSHIPS

- **This position reports to:** Director - TRTS
- **This position supervises:**
 - 2 x Senior Technical Coordinators (HEW 8)
 - 2 x Technical Team Leaders (HEW 7)
 - Casual technical staff as required to meet peak work periods or specific limited term projects
- **Key internal relationships:**
 - Director TRTS
 - Institute Directors
 - Institute Managers
 - Other Technical Managers
 - Technical Coordinators
 - Technical Team Leaders
 - Other technical team members across TRTS
 - Institute staff, both Academic and Professional
 - Students

- **Key external relationships:**
 - Suppliers of goods and equipment
 - Various regulatory and compliance organisations or governing bodies.

CHALLENGES

1. Balancing strategic initiatives and forward planning with operational responsibilities to ensure both quality of service and the continued relevance and effectiveness of technical support into the future to match with the three institute's changing research support needs.
2. Balancing diverse technical demands across disciplines. The role spans Environmental science and climate research, human behavioural research, electrical and electronic engineering research, and herbal medicine research. This role must support each areas unique research needs. Coordinating technical support that meets varied academic expectations requires adaptability and understanding of cross-disciplinary challenges.
3. Creating and maintaining a positive work environment with the goal of providing and maintaining a standard of excellence in research. This includes managing staff performance and development in a shifting environment.
4. Ensuring compliance with safety regulations across multiple facilities and multiple campuses. The role must uphold strict safety standards in facilities across various disciplines.
5. Driving operational improvements while maintaining daily service delivery
The role is expected to lead Continuous Improvement projects across campuses, all while ensuring consistent technical support for research supported by their Cluster.

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 and Culture

Date: 9.04.2026