

POSITION DESCRIPTION



Technical Support Officer – Civil & Structural Engineering



POSITION DETAILS

Position Title	Technical Support Officer- Civil & Structural Engineering
Classification	HEW 5
Position Number	7008406
School/Office	Teaching & Research Technical Services
Division	DVCE&S

POSITION PURPOSE

Technical Support Officers are responsible for provision of technical support to both teaching and research activities. This includes, but is not limited to, preparing materials and equipment prior to classes as well as providing safety guidance to staff and students. They ensure that equipment and facilities within their scope are adequately and safely used and maintained.

This Technical Support Officer position is located in the Civil & Construction team and the main focus of the role is supporting teaching and research in this discipline area. However, this role may also be called onto support other engineering teams from time to time based on operation requirements within the Built Environment and Engineering Cluster.

KEY ACCOUNTABILITIES

General Responsibilities:

1. Prepare practical teaching spaces (e.g. laboratories or workshops) including materials and equipment for undergraduate practical classes in the discipline of Civil & Structural Engineering and where operational needs require in other Engineering disciplines. This includes providing relevant technical support and instruction to staff and students throughout practical classes, demonstrating safe and proper use of equipment to staff and students.
2. Support research activities in the discipline of Civil & Structural Engineering and where operational needs require in other Engineering disciplines. This includes providing technical advice to research students, providing instruction on the use of research equipment, ordering goods, organising servicing of engineering equipment, participating in data collection and liaising with Academic staff on critical matters concerning research facilities.
3. Provide technical support when required on commercial research projects.

4. Operate, calibrate and maintain a range of complex equipment relevant to Civil & Structural Engineering.
5. Provide ongoing assistance to researchers and HDR students, particularly in non-teaching periods and assistance with on-going maintenance of research equipment and data collection.
6. Participate in the selection and purchase of minor equipment and consumable items required for teaching, research and consultancy activities, including liaising with external suppliers/manufacturers to obtain formal quotes as part of procurement protocol.
7. Ensure that all specialised waste is disposed of or recycled according to University and regulatory requirements.
8. Ensure that all facilities remain compliant to any relevant standards or regulations for the practical teaching and research spaces that the Technical Officer is responsible for. This may include providing detailed responses to audit findings and implementing associated corrective actions.
9. Development of Standard Operating Procedures (SOP's) for all equipment and processes relevant to technical support operations in Engineering. Ensure that procedures are up to date and followed.
10. Actively participate in any regular stock takes, audits or reorganisation of practical teaching spaces, including assets, materials, equipment and general storage areas under the direction of the Technical Team Leader..
11. 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 programs.

Work Health and Safety Responsibilities:

1. Evaluate workplaces and practices and develop appropriate risk assessments.
2. Maintain and update Safety Data Sheets (SDS) for all chemicals used in teaching laboratories, including coordination and assistance in compilation of SDS rec records for research facilities.
3. Conduct laboratory safety inductions for new staff and students working in practical teaching spaces and research areas.
4. Ensure appropriate receipt, handling, storage and disposal of materials (e.g. chemical or otherwise hazardous as relevant for specific disciplines) used in practical teaching and research spaces. This may include providing detailed responses to audit findings and implementing associated corrective actions.
5. As required by a specific discipline, maintain chemical inventories and storage in accordance with the Dangerous Goods Acts and National Codes of Practice and Labelling codes. This includes accurate barcoding and tracking of chemicals via Chemwatch.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Undergraduate Degree in Construction, Civil, or Structural Engineering and/or an equivalent combination of relevant experience and education/training relevant to Engineering.
2. Demonstrated experience in the provision of technical support related to any of the following areas Engineering Surveying, Environmental Engineering including water sampling and analysis, Geomechanics, Hydraulics and Hydrology, Structural Engineering, Concrete, Timber & Steel labs, and instrumentation of Civil Engineering facilities.
3. Demonstrated experience in the use and maintenance of complex equipment and machinery or equipment specific to a range of Civil & Structural engineering.
4. Demonstrated experience in undergraduate Engineering technical support including preparing and setting up practical teaching places, including laboratory, or workshop practical situations and any other specialised practical teaching facilities as required.
5. Well-developed organisational skills with demonstrated ability to manage multiple priorities and meet deadlines in a complex environment.

6. High level communication skills including interpersonal, oral and written skills with a demonstrated ability to work within a multidiscipline team environment effectively and collegially.

KEY RELATIONSHIPS

- **This position reports to:** Technical Team Leader-Civil & Construction
- **This position supervises:** NA
- **Key internal relationships:**
 - Technical Manager-Built Environment & Engineering
 - Technical Team Leader – Civil & Construction
 - Other technical team members
 - Technical staff from other technical teams in TRTS
 - School or Institute staff, both Academic and Professional
 - Students
- **Key external relationships:**
 - Suppliers of goods and equipment

CHALLENGES

- Required to liaise with academic staff on technical matters as required.
- Required to ensure practical teaching spaces (e.g. laboratories/workshops) and equipment for which they are responsible are maintained to a standard where they are adequate for teaching and research despite high demands on the resources.
- Need to forward plan for future equipment and consumable needs to ensure timely delivery of high level technical service at all times.
- Be flexible and responsive to change as required.
- 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: Director, Teaching & Research Technical Services
Date: October 2025