



Job Description Technical Support Officer Level 2

Position Number:	Multiple	FTE:	1.0
Division:	Various	Agreement/Award:	Government Officers Salaries Allowance and Conditions Award 1989
Branch:	Various		Public Service and Government Officers General Agreement 2014 or as replaced
Location:	Various		

Reporting Relationships

Position title and level this position reports to:

Senior Technical Support Officer, or Program Manager, or Portfolio Director, or Team Leader
Placements – depending on Division structure

Other officers reporting to the above office:

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

Provides to the specific area technical support for the range of programs offered within North Metro TAFE and maintain the related laboratories and workshops to ensure the efficient operation of all practical classes and the achievement of the Portfolio's objectives.

Key Responsibilities

- Maintain a high level of customer focus by providing assistance to lecturers and students during formal classes, student access, enrolments and other times as required, as well as maintaining and displaying the technician timetable for operating hours if required.
- Operates and maintains a range of equipment and material stocks relevant to the area of responsibility.
- Conveys accurate information regarding technical equipment and process requirements to staff and students including training students in the safe operation of machinery and equipment as required
- Assists in transporting and setting up of exhibition displays when required
- Contributes to team activities taking responsibility to deliver agreed outcomes under pressure
- Prepares, monitors and maintains equipment and material stocks safely complying with NM TAFE and Occupational Health & Safety guidelines, procedures and legislation
- Participates in professional development in order to enhance and acquire skills relevant to the area of operation
- Other duties as required

Selection Criteria

Essential

1. Experience in the safe operation, service, maintenance, repair, and testing for suitability a range of equipment, materials, processes and systems relevant to the area of operation including the safe storage, handling and disposal of hazardous materials.
2. Experience in the planning, procurement and preparation of a wide range of resources to support training delivery, for example teaching aids, models, component kits, computer generated resources.
3. Demonstrated proficiency in the use of a wide range technology including email, internet, Microsoft Office Suite and other software relevant to the area of operation.
4. Demonstrated ability to work effectively as part of a team to ensure the collective technical support needs of staff and students are met.

Qualifications

- A relevant VET or Industry qualification or substantial relevant industry experience
- A current C class driver's license

Other Requirements

- May be required to work from any College campus.

CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Business Unit Manager		Managing Director	
Name:	Sue Egerton	Name:	Michelle Hoad
Date:	19 October 2017	Date:	19 October 2017