

JOB DESCRIPTION

Senior Technician Shared Laboratories

ROLE TITLE	Senior Technician Shared Laboratories
SECTION/DIVISION:	Shared Laboratories, eResearch Support, Digital Division
REPORTS TO:	Team Leader Shared Laboratories
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide support for the University's Shared Laboratories facilities and ensure their safe and effective management.</p> <p>This role works closely with departmental teaching staff to ensure the successful running of classes within the Shared Laboratory facilities.</p> <p>This role includes helping with scientific instruments, providing technical support, training new users, and assisting with safety procedures to support educational and research activities.</p>
ACCOUNTABILITIES:	<p>Customer service support, CSMG: Level 3 Acts as the routine contact point, receiving and handling requests for support.</p> <p>Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.</p> <p>Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.</p> <p>Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.</p> <p>Incident management, USUP: Level 4 Ensures that incidents are handled according to agreed procedures. Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents. Contributes to testing and improving incident management procedures</p> <p>Health and Safety (non SFIA skill) Ensure that staff and students are informed about and comply with health and safety requirements in shared laboratory environments.</p> <p>Train new users on the safe and effective use of laboratory facilities and equipment.</p> <p>Continuously identify potential hazards in the laboratory and take appropriate measures to eliminate, reduce or mitigate them.</p> <p>Report all incidents as required and ensure compliance with both university and legislative health and safety standards.</p>

Systems installation and removal, HSIN: Level 3

Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client.
Uses standard procedures and diagnostic tools to test installations, correct problems, and document results.

Records details of all components that have been installed and removed. Assists users and follows agreed procedures for further help or escalation.

Contributes to the development of installation procedures and standards.

Application support, ASUP: Level 3

Follows agreed procedures to identify and resolve issues with applications.

Uses application management software and tools to collect agreed performance statistics.

Carries out agreed applications maintenance tasks.

Asset management, ASMG: Level 3

Applies tools, techniques and processes to create and maintain an accurate asset register.

Produces reports and analysis to support asset management activities and aid decision-making.

Audit, AUDT: Level 3

Adopts a structured approach to executing and documenting audit fieldwork, following agreed standards.

Maintains integrity of records to support and satisfy audit trails.

Identifies typical risk indicators and explains prevention measures.

KEY RELATIONSHIPS:Internal

Departmental academic and professional staff

Students

Departmental laboratory managers, technicians and assistants across the university

Health and Safety Compliance Officer

Property Services

Campus Development

Timetabling team

Information Technology Services

Disability, Information and Support

Custodial, Proctors Office and Campus Watch

Events team

QUALIFICATIONS AND EXPERIENCE:Essential

Tertiary level qualification which includes laboratory experience

Experience working in a similar environment.

Preferred

Experience working within a science-based laboratory environment

TECHNICAL SKILLS AND KNOWLEDGE:Essential

Working knowledge of equipment and consumables used within a teaching laboratory environment

Experience in ensuring that appropriate Health and Safety legislation and standards are adhered to within a teaching laboratory environment

SPECIAL REQUIREMENTS:

At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.

DIRECT BUDGET ACCOUNTABILITY:	Nil
MĀORI STRATEGIC FRAMEWORK	Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.
PACIFIC STRATEGIC FRAMEWORK	Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Senior Technician Shared Laboratories

Role Type: Engineer

SFIA Levels of responsibility

Autonomy	4	Influence	3	Complexity	4	Business Skills	3	Knowledge	4
----------	---	-----------	---	------------	---	-----------------	---	-----------	---

SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Relationships and engagement	Stakeholder management	Customer service support	CSMG							
Delivery and operation	Service management	Incident management	USUP							
Delivery and operation	Technology management	Systems installation and removal	HSIN							
Delivery and operation	Technology management	Application support	ASUP							
Delivery and operation	Service management	Asset management	ASMG							
Strategy and architecture	Governance, risk and compliance	Audit	AUDT							

<https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility>

<https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance>