

**POSITION TITLE:** Technical Support Officer  
**POSITION REPORTS TO:** Director VET  
**DEPARTMENT:** Construction  
**DIRECT REORTS:** Nil  
**CAMPUS LOCATION:** Multi-Campus Institution  
**CLASSIFICATION:** PACCT 4

## **POSITION PURPOSE**

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The Technical Support Officer is responsible for providing high quality technical and logistical support to academic and operational staff across the Construction department. This role ensures the effective cleaning and maintenance, set up and use of equipment, materials and learning spaces (classroom/practical areas) to support teaching and learning activities. The role also involves maintaining the cleanliness, inventory management, compliance with occupational health and safety (OHS) regulations, and assisting staff and students with technical queries.

## **STAKEHOLDER MANAGEMENT**

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### **Internal:**

Reports to – Director VET  
Program leaders  
Teaching staff  
Storepersons  
Administrative staff

### **External:**

Relevant Industry bodies  
Key suppliers

## Melbourne Polytechnic Values

### Welcoming

We all belong. We welcome and appreciate diverse ideas, and we embrace differences. We are open-minded, kind and compassionate so that everyone feels valued and respected. We create safe spaces for every person to come with their whole self and achieve their full potential. When everyone feels supported, our community is a better place.

### Curious

We have a passion for learning. Curiosity inspires us to be creative and find different ways of looking at the world. When we listen well and ask thoughtful questions, we learn more and can adapt well to change. Our enthusiasm for learning and sharing knowledge drives us to improve. We are open to, and respectful of, everyone's experience and contribution. We seek out, and are receptive to, new skills and ideas. We find better ways of doing things that benefit our community.

### Collaborative

We are better together. We support and empower each other as we work towards our shared vision. We achieve more when we share our work, ideas and solutions in a respectful way. We make it easy to connect and collaborate with each other, our students, industry and community.

### Accountable

We all act with integrity. We hold ourselves to a high standard and are responsible for our actions. We take our role seriously and our vision informs every decision we make. In every interaction we are honest, respectful and fair. We deliver on our commitments to each other, our students, industry and community

## KEY RESPONSIBILITIES & ACCOUNTABILITIES

### Technical Support and Maintenance

- Ensure safe and appropriate storage, handling and disposal of materials, including hazardous substances.
- Prepare, maintain and manage technical equipment and materials required for training delivery and practical sessions aligned with industry standards.
- Perform routine servicing, calibration and repairs of equipment and tools.
- Assist in setting up and dismantling equipment for teaching sessions and demonstrations.
- Conduct supervision and instruction to staff and students on the safe use of machinery and equipment.
- Coordinating and managing the transport of materials and resources requiring repair or pickup.
- Sourcing quotes and preparing purchase orders for equipment/consumables in consultation with teaching staff and program requirements.
- Undertake cleaning and maintenance for teaching and practical spaces

### Logistics and Inventory Management

- Maintain stock control of consumables, tools and equipment, ensuring timely reordering.
- Organise and track equipment loans, ensuring items are returned in proper condition.

- Maintain accurate records of inventory and ensure compliance with policies and procedures.
- Operate and maintain forklifts and other materials-handling equipment as required (if applicable).
- Prepare resources for presentations and workshop set up.

#### **Health, Safety and Compliance**

- Maintaining equipment lists, maintenance plans, SDS, Hazardous materials and providing reports as required.
- Ensure compliance with OHS regulations, risk assessments and safe work procedures.
- Develop and maintain standard operating plans/workplans for equipment and plant
- Conduct regular safety inspections as required.
- Ensure staff and students adhere to safety guidelines when using equipment and machinery.

#### **Student and Staff Support**

- Provide technical advice, support and practical assistance to staff and students.
- Support staff in developing and delivering practical learning experiences.

#### **Collaboration and Continuous Improvement**

- Work closely with teaching and operational staff to align technical support with teaching needs.
- Contribute to process improvements and efficiency initiatives in technical operations.
- Promote relevant techniques and practices from industry as applicable to program needs and resource capabilities.
- Participate in professional development activities to remain updated on industry trends and technologies.

### **KEY SELECTION CRITERIA**

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- Relevant Trade/Degree/Diploma or equivalent industry experience, with demonstrated broad technical knowledge and relevant experience and specialist expertise in one or more specialist areas.
- Strong interpersonal and communication skills with the ability to provide both written and verbal instructions and prepare documents as necessary appropriate for a range of audiences.
- Demonstrated ability to problem solve and deliver inventive or creative solutions to staff and students.
- A willingness to take on new challenges, work with minimal supervision and organise workload to ensure timely completion of tasks.
- Demonstrated experience in managing student teaching environments or equivalent industry experience including coordinating maintenance of equipment, developing teaching aids/resources demonstrated knowledge of new technologies/systems and processes and the ability to respond to the learning and teaching objectives of the program area.
- Demonstrated current information technology skills and knowledge.
- Demonstrated ability to work co-operatively as a member of a team and the ability to respond flexibly to the changing needs of the School.
- Demonstrated knowledge and application of OH&S legislation and regulations, particularly in regard to visual art department studio environments.
- Knowledge of current issues in higher education and vocational education and training particularly as they relate to the areas taught within the school – desirable.

- Current Working with Children Check (Employee) – mandatory.
- Current National Police Check – mandatory.

#### **OTHER POSITION RELATED INFORMATION**

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- **Delegation of Authority** – MP's Delegation of Authority Policy outlines the decision-making authority of this role.
- **Child Safety** – Melbourne Polytechnic (MP) is a child safe organisation, as such all employees, volunteers, contractors and service providers are required to promote a culture of child safety, comply with Child Safety laws and reporting obligations of suspected child abuse per institute Child Safety policy and procedures. All employees are required to hold and maintain a current Working with Children Check Clearance for the duration of their employment.
- **Occupational Health, Safety & Wellbeing** - The table below, is a compilation of summarised Responsibilities for this role in accordance with MP's Health, Safety and Wellbeing management System (HSWMS). Other specific responsibilities are incorporated into MP Policy and Procedures where they vary from this.

ROLE	RESPONSIBILITIES
Management	<ul style="list-style-type: none"> <li>▪ Ensure activities comply with <i>Occupational Health and Safety Act 2004, Occupational Health and Safety Regulations 2017</i> and includes but is not limited to:               <ul style="list-style-type: none"> <li>- Implementing Health, Safety and Wellbeing risk management activities(e.g. hazards identification, inspections, incident reporting including near misses) and any local specific measures required to eliminate or reduce risk in their area.</li> <li>- Providing safe plant, equipment, facilities and processes that are adequately maintained and do not adversely impact the health or wellbeing of staff, students and others.</li> <li>- Providing instruction, information, induction, training and supervision to enable work to be carried out safely.</li> <li>- Ensuring workers are fit for work and manage fitness for work issues.</li> <li>- Implementing corrective or remedial actions identified as a result of hazard/incident reports, incident investigations and/or audits.</li> <li>- Monitoring and reviewing the Health, Safety &amp; Wellbeing performance of their Portfolio/Department and direct reports (e.g. via HSW audits and other applicable performance indicators).</li> </ul> </li> <li>▪ Promote compliance with the HSWMS and strive towards continual improvement</li> <li>▪ Support other managers to demonstrate leadership in their areas.</li> <li>▪ Develop, lead and promote a culture in their area of responsibility.</li> <li>▪ Fulfil their responsibilities defined in the MP Workers Compensation and Return to Work Program.</li> </ul>
Employees Students and Others	<ul style="list-style-type: none"> <li>▪ Take reasonable care for their own Health, Safety and Wellbeing and that of others.</li> <li>▪ Implement remedial actions and control measures within their control that are established for the purposes of health, safety and wellbeing. of others</li> <li>▪ Comply with any reasonable instruction of MP and its Management.</li> <li>▪ Comply with the relevant Health, Safety &amp; Wellbeing Policies and Procedures, including reporting of hazards or incidents in line with the incident reporting procedure.</li> <li>▪ Fulfil other responsibilities as required to ensure a safe working environment.</li> </ul>