**Position Title:** Senior Technical Support Officer  
**Classification:** HEW Level 6  
**Establishment No.:** 7007049  
**Reporting to title & establishment / position No.:** Technical Team Leader/7009633  
**School/Office:** Technical Support Services  
**Division:** Division of Academic

**Context:**

Western Sydney University is a modern, forward-thinking, research-led university, located at the heart of Australia’s fastest growing and economically significant Western Sydney region. Boasting 10 campuses - many in CBD locations – and more than 170,000 alumni, 44,000 students and 3000 staff, the University has 10 Schools with an array of well-designed programs and courses carefully structured to meet the demands of future industry. The University is ranked in the top two per cent of Universities worldwide and as a research leader, 80 per cent of the University’s assessed research is rated at ‘World Standard’ or above.

The University strategic plan, Securing Success: 2015-2020 Strategic Plan, articulates the University’s values and commitments of being:  
1) A Distinctively Student-Centred University;  
2) A Research-Led University with Regional, National and Global Impact;  
3) A Unique Learning Experience that is Innovative, Flexible and Responsive;  
4) An Expanding International Reach and Reputation;  
5) A Leading Advocate and Champion for the Greater Western Sydney Region and its People;  
6) A Dynamic and Innovative Culture that Secures Success.

The University will provide Technical Support Services based on a consolidated and centrally led model. Technical Support Services will be delivered by ‘clusters’ of specialists. These clusters will provide services across the campuses and will interact directly with Schools and Institutes, and will support teaching and research across a wide range of disciplines.

These clusters include:  
- Computing, Construction and Engineering  
- Health  
- Science  
- Research Institutes  
- Social Science and Humanities.
The current role will be included within the Institutes cluster. Specifically, the MARCS Institute for Brain, Behaviour and Development.

MARCS Institute comprises around 80 staff including academics, postdoctoral fellows, doctoral students, and excellent administration and technical support staff; and houses extensive state-of-the-art labs and technical facilities. We use: neurophysiological techniques to study human cognition, perception and action, including Electroencephalography (EEG) (Evoked Potentials, Oscillations), Transcranial Magnetic Stimulation (TMS), Heart Rate, Electromyography (EMG) and high-speed Ultrasound; a range of equipment for Human-Computer and Human-Robot Interaction, including a double video set-up for Wizard of Oz experiments, and various large and small robots and human-computer interfaces; and various apparatus sets for tracking eye movements, 3D scanning techniques, and apparatus for motion tracking, including Electromagnetic Articulography (EMA), Vicon, OPTOTRAK, Ultrasound and Phantom high-speed camera systems.

Further information is available from our website - http://www.westernsydney.edu.au/marcs.

Position Purpose:

The MARCS Senior Technical Support Officer will work closely with other Technical Team members to provide a high level of technical support and advice to the researchers, students, and professional staff within the Institute, and to individuals and groups who are formally affiliated with the Institute. This will serve to foster a research-led Western Sydney University with regional, national and global impact, along with an expanding international reach and reputation.

The Senior Technical Support Officer will share with other MARCS Technical Team members the responsibility for providing general technical support to the members of MARCS by setting up and maintaining general computing equipment, experimental software, cognitive science data analyses and laboratory facilities.

In addition, the position will provide high-level technical support for specialised equipment for human motion-capture and for the recording, editing, playback and analysis of auditory signals, and for other specialised equipment as appropriate.

Dimensions:

<table>
<thead>
<tr>
<th>Number of direct reports:</th>
<th>0</th>
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<tbody>
<tr>
<td>Titles of direct reports:</td>
<td>N/A</td>
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<tr>
<td>Number of indirect reports:</td>
<td>0</td>
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<tr>
<td>Major Responsibilities</td>
<td>Accountabilities</td>
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<td>----------------------------------------------------------------------------------------</td>
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<tr>
<td>1. Cooperate and coordinate with other members of the MARCS Technical Team to provide</td>
<td>• Requests for support are responded to</td>
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<td>general technical support for computing equipment, experimental software, and data</td>
<td>promptly and professionally.</td>
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<td>analysis.</td>
<td>• The Technical Team on-call roster is</td>
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<tr>
<td>2. Provide high-level technical support for</td>
<td>participated in equitably and responsibly.</td>
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<td>specialised equipment for human motion-</td>
<td>• Timely and accurate advice is given to users on</td>
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<td>capture, and for the recording, editing,</td>
<td>the correct use and operation of equipment and software.</td>
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<td>playback and analysis of auditory signals, including electronic musical instruments</td>
<td>• Training and guides are prepared and delivered</td>
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<td>and interfaces, microphones, mixing desks, data-</td>
<td>to users.</td>
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<td>acquisition devices and computers, loudspeaker arrays and headphones.</td>
<td>• Equipment is monitored regularly and updates are applied proactively to</td>
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<td>3. Monitor and maintain the performance of</td>
<td>minimise downtime.</td>
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<td>scientific equipment and computer hardware and software to ensure optimal</td>
<td>• Access to booking sheets is controlled via management of SharePoint permissions.</td>
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<td>operating efficiency and minimal downtime; upgrading software and hardware as required.</td>
<td>• Usage is managed in time and space to avoid conflicts between projects and</td>
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<td>4. Design and build electronics equipment to</td>
<td>researchers.</td>
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<td>meet the needs of researchers, or oversee the outsourcing of this work.</td>
<td>• Laboratories and associated storage areas are maintained in a safe, tidy and</td>
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<tr>
<td>5. Write experimental scripts or assist research staff in writing experimental</td>
<td>functional state.</td>
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<tr>
<td>6. Write experimental scripts or assist research staff in writing experimental scripts,</td>
<td>• Equipment is delivered on time and to</td>
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<tr>
<td>or oversee the outsourcing of this work.</td>
<td>specification where practicable.</td>
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<tr>
<td>7. Write experimental scripts or assist research staff in writing experimental</td>
<td>• Progress of outsourced work is monitored and</td>
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<tr>
<td>scripts, or oversee the outsourcing of this work.</td>
<td>quality of delivered product is checked.</td>
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</table>
8. Participate in the system used for tracking the lending and allocation of equipment.  
   - Location database is updated promptly and accurately.
   - Returned equipment is correctly re-shelved.

9. Engage in technical training activities, as negotiated with the Technical Team Leader to ensure currency of technical and professional skills in an advancing technological environment, and demonstrating skills in initiating new and innovative ideas for consideration.
   - Skills are kept up-to-date and training undertaken as required.

10. Stay abreast of developments in scientific equipment and computer hardware and software in the relevant research areas in order to provide technical advice and recommendations to researchers.
    - Timely and accurate advice is given to users on the correct use and operation of scientific equipment and computer hardware.

11. Be actively involved in identifying and recommending areas of improvement within own technical team.
    - Process improvements and recommendations implemented as required

12. Develop, maintain and implement technical protocols.
    - Technical protocols are developed, maintained and implemented at an appropriate level.

13. Contribute to the development of standard operating procedures, ensuring that procedures are up to date and followed, and assist in training new or junior staff and students on such procedures.
    - Procedures are written and updated and all staff and students are aware and capable to follow procedures.

14. Undertake other related duties, commensurate with the level of this position, as requested by the Technical Team Leader.
    - Feedback from the Technical Team Leader.

**Work Health & Safety Requirements**

All staff are required to:
- Take reasonable care for their own health & safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control
- Comply with all reasonable instruction by the university
- Participate in activities and programs designed to improve health and safety
### University Expectations

- Report potential hazards and incidents in the workplace
- Notify their supervisor of any injuries or illness that occurs in their workplace

All staff are expected to:

- Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one’s supervisors.
- Participate in the cyclical Career Planning Development Process, which includes an annual review of their performance against agreed operational and performance objectives set in MyCareer Online.
- Perform their responsibilities in a manner which reflects and responds to continuous improvement.
- Read, understand and comply with all University policies and procedures.
- Undertake risk management and actively support and participate in the risk management processes adopted by the University which include identifying, analysing and evaluating risk that may impact on the University.
- Work at and travel between other University campuses from time to time as may be required during the course of employment.
- Complete all mandatory training modules within the first six weeks of commencement with the University. Your supervisor will check to ensure compliance with this mandatory requirement.
- Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies and programs.
# Key Relationships to Position

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<thead>
<tr>
<th>Internal (within the University):</th>
<th>Purpose of Relationship</th>
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<tbody>
<tr>
<td>• Technical Team Leader</td>
<td>• Positions that review/receive this position’s work output</td>
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<tr>
<td>• Cluster Manager</td>
<td>• Positions required to share information, consult, motivate, counsel, train/develop, co-ordinate, provide or seek advice, provide support services etc.</td>
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<tr>
<td>• Other Technical Team members</td>
<td>• Positions required to share information, consult and co-ordinate.</td>
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<td>• Institute Director</td>
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<td>• Institute Manager</td>
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<td>• Research Academic, professional staff, HDR and UG students and other staff within the Institute and the University</td>
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<tr>
<th>External (outside the University):</th>
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<tbody>
<tr>
<td>• Equipment manufacturers, suppliers, visitors, associated researchers, partners and other organizations</td>
<td>• To share information with, consult, co-ordinate, and provide or seek advice from. Liaise and seek resolutions to technical problems, ensure the continued supply of scientific goods and equipment at best value for money and most effective use</td>
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</table>

### Key Challenges of the Position:

- Monitoring workflow, and prioritising tasks to meet conflicting deadlines.
- Planning and problem-solving, through the application of research and analytical skills, to solve complex issues.
- To work both independently and collaboratively and to be self-motivated to work without supervision.
- Willing to learn new software for running experiments and analysing data in cognitive research.
- Facilitating an increase in the research output of the Institute, by identifying technology advancement opportunities, maintain technical equipment, interacting with researchers and other entities.
Delegations Exercised | Recommendations Expected
---|---
- This position does not hold any formal delegations under the Delegations (Administrative) Policy. | - Where appropriate, the position will assist in verifying that purchased items are delivered as ordered, before accounts/invoices are certified and referred to the Officer with Financial delegation for approval.

Mandatory Training Requirements:

- Equal Opportunity Online Module One
- Equal Opportunity Online Module Two
- Getting Started with MyCareer Online
- Introduction to Performance Planning and Development Online
- WHS Module 1 - Work Health and Safety Orientation
- WHS Module 2 - Risk Management
- WHS Module 3 - Office Safety
- WHS Module 4 - Manual Handling
- WHS Module 5 - Hazardous Substances and Dangerous Goods (only for roles that may deal with these materials)
- Online Privacy Management
- TRIM Basic

Selection Criteria:

1. An Honours degree or higher in Experimental Psychology, Cognitive Science, Neuroscience, Engineering, or a closely related field, with relevant experience in a technical support role or research environment.

2. Demonstrated analytical and problem-solving skill and practical experience in the setting up, operation, maintenance, and troubleshooting of VR, AR, audio-visual or laboratory equipment, and a proven ability to interpret operating specifications, manuals, and servicing standards as well as the demonstrated ability to learn new skills.

3. Demonstrated experience in the use, research implementation, maintenance, and data storage requirements of specialised human motion capture and analysis systems, such as Vicon, NDI Polaris, TMS, tDCS, EEG or MEG, fNIRS.
4. Demonstrated experience in the use and research implementation of specialised equipment for the recording, editing, playback and analysis of auditory signals, such as electronic musical instruments, speech, audio interfaces, microphones, mixing desks (e.g., 3D surround mixing desk), data-acquisition devices, computers, audio capture cards, loudspeaker arrays or headphones, and demonstrated understanding of the specialised laboratory environments required to support this equipment.

5. Demonstrated experience in programming research experiments using languages such as C++, Matlab, Python, R or Max/MSP.

6. Demonstrated experience in programming research experiments using Presentation Software, E-prime, EyeLink, Tobii, mobile applications and/or, virtual and augmented reality software and hardware.

7. Demonstrated advanced written and oral communication skills, including the ability to write technical protocols and verbally communicate technical concepts and methods to inexperienced users.

8. Demonstrated high level of interpersonal and organisational skills, including the ability to work effectively as a team member assisting a diverse set of clients, and the ability to exercise judgement, monitor workflow, prioritise tasks and meet deadlines.