

Position Description

Technical Support Officer

Position Details

Position	Technical Support Officer - Electronics, Systems Engineering and Digital Technologies (Years 7-12)
Award	Educational Services (Schools) General Staff Award 2020
Agreement	Trinity Grammar School, Kew – Enterprise Agreement 2023
Award Classification	Classroom Support Services
Salary Level	
Term Time only	Yes
Position reports to	Head of Faculty – Technology
Direct reports	Nil

Position Summary

The Technical Support Officer plays a vital role in supporting the delivery of practical learning programs within the Design and Technology Faculty, with a particular focus on Electronics, Systems Engineering and emerging technologies. The successful applicant will work closely with teaching staff to prepare equipment, maintain specialist facilities and provide technical expertise to students from Years 7-12, including VCE Systems Engineering.

The position also supports the integration of digital fabrication technologies, including 3D printing and laser cutting, ensuring equipment is maintained, safe and available for teaching and student projects.

Educational Support Staff Commitment

All members of the Educational Support Staff (ESS) team are expected to support each other in achieving operational and strategic goals and work towards the continuous improvement of the school's systems and programs. ESS must be willing to assist and support other members within the team in accordance with the School's expectations of collegiality and teamwork. The Director of Business or their delegate may assign reasonable duties in addition to the duties and responsibilities in this position description.

All ESS staff are employed in accordance with and under the Educational Services (Schools) General Staff Award 2020 and the Trinity Grammar School Kew Enterprise Agreement 2023 or the Award and Agreement that supersedes them.

Responsibilities and Duties

Technical Support

- Prepare and maintain electronic kits, components and equipment for classroom use
- Support practical lessons in Electronics, Robotics, Mechatronics and Systems Engineering
- Assist teachers during practical classes where technical expertise is required
- Diagnose and repair electronic equipment and teaching resources
- Maintain inventories of electronic components, consumables and specialised equipment
- Source components and liaise with suppliers for purchasing

VCE Systems Engineering Support

- Provide technical assistance for VCE Systems Engineering projects
- Support students in electronic circuit construction, soldering, PCB assembly and testing
- Assist with programming and troubleshooting microcontrollers (e.g. Arduino or similar platforms)
- Help maintain equipment used for pneumatic, hydraulic, mechanical and electrotechnology projects
- Ensure assessment projects are completed safely and efficiently

Digital Fabrication

- Operate and maintain 3D printers and associated software
- Operate and maintain laser cutters, including material preparation and machine calibration
- Assist students and teachers in preparing CAD files for manufacture
- Support workflow for additive and subtractive manufacturing technologies
- Maintain consumables and ensure machines operate safely and efficiently

Workshop and Laboratory Management

- Maintain clean, organised and safe teaching spaces
- Conduct routine servicing and preventative maintenance of equipment
- Perform safety inspections and maintain records
- Ensure compliance with Occupational Health and Safety (OHS) requirements
- Assist with risk assessments and Safe Operating Procedures (SOPs)
- Manage storage of tools, equipment and materials

Student Support

- Assist students with practical problem-solving while encouraging independent learning
- Support extracurricular activities including robotics, engineering and STEM competitions where required
- Promote safe workshop practices and responsible use of equipment

Selection Criteria

Applicants should demonstrate:

- Qualifications or significant experience in Electronics, Electrical Engineering, Systems Engineering, Mechatronics or a related field
- Sound knowledge of analogue and digital electronics
- Experience with soldering, fault finding and electronic testing equipment
- Experience supporting practical engineering or technology environments
- Strong organisational and time management skills
- Excellent communication and interpersonal skills
- Ability to work collaboratively with teachers and students
- Demonstrated commitment to workplace health and safety
- Current Working with Children Check (or ability to obtain one)

Personal Qualities

The successful applicant will demonstrate:

- A passion for engineering and technology education
- Strong problem-solving abilities
- Initiative and the ability to work independently
- A positive, flexible and proactive approach
- High attention to detail
- A commitment to fostering a safe and engaging learning environment
- A willingness to continually develop technical skills as technologies evolve
- Patient and understand with a caring and compassionate approach
- Genuinely embody the School's values through conduct, performance, and collegiality
- Approachable, emotionally intelligent and a positive mindset
- A reliable and dependable person with professional integrity

Connectedness and Collaboration

The Technical Support Officer works collaboratively with:

- Head of Design and Technology
- Systems Engineering and Digital Technologies teachers
- Design and Technology technicians
- Students (Years 7-12)
- ICT Department
- Facilities and Maintenance staff

Our Values

- Truth – seeking understanding
- Courage – being our best selves
- Community – connecting and learning together
- Service – putting others first

Policies and Procedures

All employees of Trinity Grammar School are expected and required to understand and adhere to all school policies and procedures. It is a condition of employment that all employees attend and participate in all training provided to them regarding policies and procedures in accordance with legislative requirements. A breach of school policy may result in disciplinary action.

Child Safety

Trinity Grammar is a school where the dignity of each person is recognised, respected, and fostered. The School has zero tolerance for child abuse and will treat very seriously all allegations and concerns. In line with its commitment to child safety, the School has put in place policies and procedures to uphold the Victorian Child Safe Standards. These standards aim to promote child safety, prevent child abuse, and set up processes to properly respond to allegations of child abuse.

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All Staff at Trinity Grammar School are required to:

- Have current VIT registration or a current employee Working with Children Check
- complete all mandatory reporting training and education about child safety
- adhere to the School's Child Protection Policies, Staff Code of Conduct and associated policies and procedures
- report suspected cases of child abuse in accordance with the School's policies

Occupational Health and Safety

All employees must:

- take reasonable care for their own psychological and physical health and safety
- take reasonable care not to adversely affect the health and safety of other persons
- comply with reasonable health and safety instructions, as far as they are reasonably able
- cooperate with reasonable health and safety policies or procedures

Approval

Developed by	Office of People & Culture
Approved by	Principal or delegate
Approval date	July 2026
Next review date	July 2028

This position description summarises the duties and responsibilities associated with the position and classification level. It is not an exhaustive list of duties, and this position description may be reviewed by the Principal or their delegate in response to the school's operational and strategic requirements and the development of skills and knowledge for this position.