

Role Description

Technical Officer Virology Laboratory



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI/ Biosecurity & Food Safety
Location	Menangle
Classification/Grade/Band	Technical Officer Grade 1-3
Role Family (<i>internal use only</i>)	Adapted/Science Technicians/Deliver
ANZSCO Code	311413
PCAT Code	1119192
Date of Approval	June 2014 (updated March 2021)
Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

A Technical Officer in the Virology Laboratory is required to receive, prepare and test specimens from livestock, poultry, wildlife and aquatic animals for evidence of infection with viruses, to assist with the development and evaluation of new tests for virus infections and assist with the analysis of samples and data collected in various research projects.

Key accountabilities

- Receipt and testing of samples for virus diseases.
- Confirm identity and assess quality of samples and follow relevant testing protocol.
- Monitor work loads and contribute to the efficient running of the laboratory section.

- Assist and promote maintenance of Quality Assurance to meet ISO17025.
- Provide feedback on sample preparation and testing outcomes and work flow.
- Promote and maintain a safe work culture in the laboratory.
- Comply with the work standards according to the level of appointment in the Technical Staff Merit Progression Guidelines.

Key challenges

- Manage multiple tasks effectively within tight timeframes to meet customer expectations
- Work within a team environment to ensure testing outcomes are met Work under supervision with appreciation of the goals and outcomes of the laboratory.

Key relationships

Who	Why
Internal	
Team Leader, Principal Veterinary Virologist, Technical Manager	<ul style="list-style-type: none"> • Report on activities, provide advice and gain direction on key diagnostic issues. • Keep informed of issues that arise, and advise of potential delays. • Participate in meetings to share information about both day to day and medium to long term issues.
Work team	<ul style="list-style-type: none"> • Ensure all tasks are completed in a timely manner • Contributing to a harmonised team environment by completing all assigned tasks and taking initiative to assist other team members that may require additional help.
Laboratory professional and technical staff	<ul style="list-style-type: none"> • Ensure that laboratory staff are informed on testing requirements, turnaround times and OH&S issues concerning biological material.

Role dimensions

Decision making

This role:

- has a moderate level of autonomy and is fully accountable for independent completion of assigned laboratory tasks
- refers to a supervisor any decisions that require significant deviation from task outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a higher level of management

Reporting line

This role reports to the Laboratory Manager

Direct reports

This role has no direct reports

Budget/Expenditure

There is no budget or expenditure assigned to this role

Essential requirements

- Qualifications in accordance with Part 2 (xvii) of the Crown Employees (Department of Industry) Technical Staff Award.
- An understanding of good laboratory practices and diagnostic testing capabilities through previous work experience or relevant certificate or diploma obtained in laboratory sciences.

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Focus on key points and speak in plain English• Clearly explain and present ideas and arguments• Listen to others to gain an understanding and ask appropriate, respectful questions• Promote the use of inclusive language and assist others to adjust where necessary• Monitor own and others' non-verbal cues and adapt where necessary• Write and prepare material that is well structured and easy to follow• Communicate routine technical information clearly	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Build a supportive and cooperative team environment• Share information and learning across teams	Intermediate





		<ul style="list-style-type: none"> • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes 	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational