

Role Description

Technical Assistant



Department of Primary Industries
and Regional Development

Portfolio	Primary Industries and Regional Development
Department	Department of Primary Industries and Regional Development
Group/Division/Branch	DPI/Agriculture
Location	Multiple Locations
Classification/Grade/Band	Technical Assistant Grade 1-3
Role Family (<i>internal use only</i>)	Standard / Science Technicians / Support
ANZSCO Code	311111
PCAT Code	1119192
Date of Approval	September 2021 (updated from September 2024)
Agency Website	www.dpird.nsw.gov.au

Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture and Biosecurity; Fisheries and Forestry; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

Primary purpose of the role

The Technical Assistant is required to assist with a range of tasks in agricultural and biological sciences. This may include receipt and preparation of plant, insect, or animal samples for biological testing (disease, identification, and research), to assist with carrying out routine test procedures, handling and care of animals, maintenance of insect or plant collections, preparation of reagents and materials for use in the laboratory or field and to liaise with other staff to ensure quality standards and turn-around times are met.

Key accountabilities

- Fulfil the technical capabilities required for one or more of the following: receipt of samples, testing of samples, care and maintenance of animals, plants, or insects.
- Confirm identity and assess quality of samples and follow relevant testing protocol
- Monitor workload and contribute to the efficient running of the team.
- Assist with the maintenance of the quality system to meet NATA ISO17025 or ISO 9000 requirements as applicable
- Promote and maintain a safe work culture in the laboratory
- Assist professional staff with sample collection
- Comply with work standards according to the level of appointment in the Technical Staff Merit Progression Guidelines

Key challenges

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

Key relationships

Internal

Who	Why
Team Leader Technical Manager, or Professional Officer	<ul style="list-style-type: none">• Report on progress of activities 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
Professional and technical staff	<ul style="list-style-type: none">• Ensure that laboratory employees are informed on testing requirements, turnaround times and WHS issues concerning biological material

Role dimensions

Decision making

The Technical Assistant role has a low level of autonomy and is fully accountable for independent completion of assigned tasks. The Technical Assistant refers to a supervisor any decisions that require deviation from task outcomes or timeframes, are likely to escalate or create substantial or contentious precedent, or require a higher administrative or financial delegation, or submission to a higher level of management.

Reporting line

Coordinator laboratory section

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Qualifications in accordance with Part 2 (xv) of the Crown Employees (Department of Industry)
- Technical Staff Award

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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Build understanding of ethical behaviour Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation Speak out against misconduct and illegal and inappropriate behaviour Report apparent conflicts of interest 	Foundational
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Recognise the importance of customer service and understanding customer needs Help customers understand the services that are available Take responsibility for delivering services that meet customer requirements Keep customers informed of progress and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers Recognise that customer service involves both external and internal customers 	Foundational
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others' health and safety Escalate issues when these are identified Follow government and organisational record-keeping requirements 	Foundational



Technology

Understand and use available technologies to maximise efficiencies and effectiveness











- Display familiarity and confidence when applying technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	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	Foundational
	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



Project Management

Understand and apply effective planning, coordination and control methods

Foundational