

Role Description

Technical Assistant (Virology Laboratory)



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	DPI / Biosecurity and Food Safety / EMAI / Science and Research
Location	Menangle
Classification/Grade/Band	Technical Assistant Grade 1 - 3
ANZSCO Code	841999
PCAT Code	1119192
Date of Approval	July 2019 (updated March 2021)
Agency 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 Assistant in the Virology Laboratory is required to assist with the receipt and preparation of samples for testing for virus diseases, to assist with carrying out routine test procedures, to prepare sterile reagents and materials for use in the laboratory, to assist with the care of animals and collection of samples and to liaise with other staff to ensure that quality standards and turn-around times are met.

Key Accountabilities

- Fulfil the technical capabilities required for receipt and testing of samples for virus diseases
- Confirm identity and assess quality of samples and follow relevant testing protocol
- Monitor work load and contribute to the efficient running of the laboratory section
- Assist with the maintenance of the quality system to meet ISO17025
- Promote and maintain a safe work culture in the laboratory

- Assist professional staff with sample collection and the care of animals
- Comply with the 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 laboratory

Key relationships

Who	Why
Internal	
Team Leader, Principal Veterinary Virologist and Technical Manager	<ul style="list-style-type: none"> • Report on progress of activities and gain direction on key diagnostic and research 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 employees are informed on testing requirements, turnaround times and WH&S issues concerning biological material

Role dimensions

Decision making

The role has a low level of autonomy and is fully accountable for independent completion of assigned laboratory tasks. The role 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

Technical Manager

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
 Personal Attributes	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
 Relationships	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

 Results	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
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none">• 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.

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	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
 Relationships	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
 Results	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
 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

Project Management	Understand and apply effective planning, coordination and control methods	Foundational
--------------------	---	--------------