Role Description
Technical Assistant

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Agriculture / Plant Systems/ Northern Cropping
Location	Narrabri
Classification/Grade/Band	Technical Assistant Grade 1 - 3
ANZSCO Code	311111
PCAT Code	1119192
Date of Approval	August 2020
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, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

Primary purpose of the role

This role supports laboratory, glasshouse and field operations in conducting research across multiple projects within DPI Agriculture.

Key accountabilities

- Conduct field sample collection at various locations and assist in the management of glasshouse and field trials under minimal supervision.
- Fulfil the technical capabilities required for receipt and testing of field samples for soil borne diseases.
- Collect and accurately record research data and information to ensure consistency and quality in sample evaluation from replicated trials.
- Operate and maintain laboratory instruments used in research to required standards.
- Contribute to the maintenance of work health and safety (WHS) and quality management system (QMS) databases (i.e. standard operating procedures (SOP) and safe work method statements (SWMS).

- Comply with work standards according to the level of appointment in the Technical Staff Merit Progression Guidelines.

Key challenges

- Working within a team environment and managing multiple tasks effectively within tight timeframes and to supervisor expectations to ensure project outcomes are met.
- Operating and maintaining a range of laboratory equipment.

Key relationships

Who	Why
Internal	
Project Leader	• Discuss tasks and priorities and receives direction on work planning and priority tasks • Provides feedback on work progress with regular updates on research progress, discuss and communicate project data
Research Team	• Interacts with and works collaboratively to achieve research objectives
Professional and technical staff	• Ensure that laboratory employees are informed on testing requirements, turnaround times and WHS issues concerning biological material

Role dimensions

Decision making

This role will liaise with the Project Leader and other technical staff to determine day-to-day tasks and priorities.

Reporting line

Project Leader

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
- Ability to fulfil the physical requirements of the role
- Valid NSW Driver Licence
- Ability and willingness to travel as required
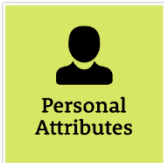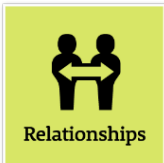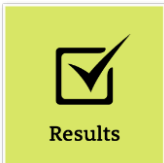
Capabilities for the role

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.

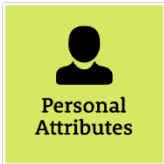| FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Behave in an honest, ethical and professional way • Build understanding of ethical 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	• 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	• 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	Foundational

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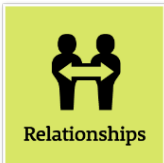
FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• Escalate issues when these are identified • Follow government and organisational record-keeping requirements	
Business Enablers	**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.

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
	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

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COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational