The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Technical Officer (Health Science)

Reports to: Division Manager, Technical

Division: Health

Tenure: 1-year Fixed term

Location: Hamilton

Date: December 2025

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:
- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:
- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Division of Health is dedicated to advancing equitable and impactful health outcomes across Aotearoa through innovative research and high-quality teaching. Currently, it offers programmes in Biomedical Sciences, Health Promotion, Healthy Active Living, Human Performance Science, Midwifery, Nursing, Pharmacy and Sport Development and Coaching.

A central strategic priority is the New Zealand Graduate School of Medicine (NZGSM), which will welcome its first cohort of students in 2028. This new medical school will embody the University's

motto, Ko Te Tangata – For the People, with a focus on advancing health equity through culturally responsive medical education, particularly in regional and rural communities.

2. POSITION PURPOSE

To provide the Division of Health with high-quality technical support for teaching and research across Health Science, spanning applied sciences, clinical skills, simulation and digital technologies, with a focus on in clinical skills/ simulation technologies.

You will be working within a team of Technical Officers, each having an area of focus based on their specialist skills. While your primary focus will be on clinical skills and simulation technologies, you will also be expected to work closely with other Technical Officers (Health Sciences) to support and offer cover to the applied science teaching labs. The expectation is for all technical officers to work as a team, and to work collaboratively to meet the needs of the Schools and the Division.

Notwithstanding, there will be some overlap and cross-sharing of roles, given that all positions provide technical support to the Division.

3. FUNCTIONAL RELATIONSHIPS

Internal: Pro Vice-Chancellor for the Division
Dean/ Heads of School
Associate Deans
Division Director
Division Managers
Academic Team Leaders
Teaching & Research Academics
Technical Officers, Division of Health
Other University staff
Students

External: External clients and organizations, contractors and suppliers
Relevant Research Institutes and Centres and external research agencies

4. KEY RESPONSIBILITIES

Teaching-session preparation & support

- Prepare, set up and support clinical teaching and simulation spaces.
- Calibrate and check equipment (e.g., clinical equipment, manikins, VR/AR devices) before classes.
- Provide on-the-spot technical assistance during OSCES, tutorials, and simulation scenarios.
- Provide cross cover support during busy teaching times.

Research facilitation

- Source, install, and maintain specialized research instrumentation, devices and software.
- Assist researchers with experimental design, data acquisition protocols, and troubleshooting.
- Manage sample processing, storage, and chain-of-custody records.

Simulation & clinical-skills technology

- Program high-fidelity manikins, task trainers, and virtual-patient platforms to match learning objectives.

- Coordinate moulage, audio-visual capture, debriefing systems, and scenario recording/archiving.
- Train academic staff and clinical tutors in operating simulation hardware and software.

Digital & e-learning support

- Create and update interactive learning resources, videos, and AR/VR modules.

Equipment stewardship & asset management

- Develop and execute preventative-maintenance schedules aligned with manufacturers' and regulatory requirements.
- Arrange servicing, repairs, calibrations and warranty claims; maintain up-to-date service logs.
- Track inventory, coordinate equipment loans, and oversee safe storage.

Procurement & budget support

- Identify technical specifications for new equipment and consumables; obtain quotes and prepare purchase requests.
- Monitor stock levels of reagents, PPE, and lab consumables; implement cost-efficient re-ordering.
- Assist with capital-equipment planning and lifecycle replacement forecasting.

User training & documentation

- Develop SOPs, quick-reference guides, and video tutorials for equipment and software.
- Deliver inductions and refresher workshops for students, academic staff, and external partners.
- Maintain a technical knowledge base and update change logs.

Quality assurance

- Implement QA/QC checks on instrumentation and analytical workflows.
- Contribute to ethical-approval documentation and audit preparation.

Collaboration & continuous improvement

- Work closely with other Technical Officers to cross-cover, share workload and expertise.
- Participate in curriculum planning meetings to align technical support with learning outcomes.
- Scan emerging technologies and best practices, recommending upgrades or process improvements.

Student engagement and retention

- Participate in and help plan School, Division and University promotional activities including stakeholder engagement, outreach programmes, marketing and events.
- Support student recruitment and retention by showcasing laboratories and simulation facilities during open days and other events, as well as providing technical demos for prospective students
- Ensuring an engaging and insightful learning environment that encourages student retention and success.

Health, safety & compliance

- Enforce laboratory biosafety, radiation-safety, and chemical-handling protocols.
- Support the management of the OHS and Environmental responsibilities for laboratory-

related areas
- Conduct risk assessments, maintain safety data sheets (SDS), and organize annual safety drills.
- Ensure compliance with university, governmental, and professional-body regulations.
- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities as set out in the University's Health and Safety Policy

Team Contribution

- Work effectively as a member of the Division of Health Technical Team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Continuous Improvement

- Actively contribute to the ongoing development and improvement of systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Technical Officer, Health Sciences will be performing satisfactorily when:

- An effective and efficient technical support service is provided.
- Tasks and projects are undertaken in a professional and timely manner to ensure expected outcomes are achieved. Staff and students receive a high standard of support.
- Accurate, timely and high-level advice is available in the provision and management of laboratory, simulation and clinical teaching spaces activities.
- SOPs are completed in adherence with University and Division requirements.
- Teaching, research and development activities are supported.
- All equipment and materials are maintained to high operational and safety standards and are available for use when required.
- Assistance to policy development and quality assurance policy is evidenced.
- The School of Health, Division and the University is promoted positively.
- All staff and visitors have a safe and secure environment in which to work, maintenance issues are addressed promptly. Standard Operational Procedures are completed in adherence with University requirements.
- Laboratory, simulation and clinical teaching spaces, as well as storage areas are safe, tidy and instrumentation and equipment accounted for.
- Advice, training and guidance for students and staff are available as required. School and University policy and procedures are adhered to.
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Relevant tertiary qualification.

Desirable

- A Masters qualification.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- At least 5 years of work experience in a clinical skill and / or scientific/ health laboratory-based position.
- Experience operating and maintaining clinical skills and laboratory equipment and instrumentations.
- Hands-on skill operating and maintaining common lab instruments, equipment, reagents etc.
- Extensive relevant work experience in planning and logistics for teaching and research with emphasis on health and safety.
- Ability to test, calibrate, install and operate instruments and contribute to development of new resources.
- Experience leading and successfully implementing multiple small to medium projects.
- Excellent written and oral communication skills. High level of ICT skills with strong analytical and data management skills.
- Experience of project management coordination and implementation.
- Experience tracking inventory, arranging servicing, and raising purchase requests.
- Excellent planning, organisational and time management skills with the ability to set priorities and manage a complex workload with multiple deadlines.
- Ability to be flexible with timing to accommodate varying lab schedules.
- Experience and knowledge of Health and Safety requirements.
- Demonstrated skills in troubleshooting and problem solving.
- Full New Zealand driver's licence or equivalent.

Preferred

- Hands-on skill operating and maintaining simulation manikins, VR technologies and basic AV/IT equipment and devices.

PERSONAL QUALITIES

- Builds and sustains positive and productive collegial working relationships.
- Demonstrates cultural safety.
- Has appropriate level of technical skills.
- Flexibility with timing to accommodate varying lab schedules.
- High level of attention to detail with exceptional organisation and time management skills, and a willingness to work flexibly.
- Ability to relate effectively and sensitively to students from a variety of backgrounds and cultures.
- Ability to work well under pressure, and ability to successfully maintain multiple tasks.

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- Demonstrated ability to use initiative, prioritise work and problem solve to meet competing deadlines.
- A strong team player with a keen ability to work as part of a cohesive team.
- Vision to develop and improve processes, proactive about upskilling.
- Conscientious and service driven with a customer focussed positive attitude.
- High level of oral and written communication skills and numerical reasoning.
- Objectivity and sound judgement.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence in academic programmes, research and service.
- Demonstrated experience working with new and emerging simulation and digital technologies.
- Demonstrated knowledge of Occupational Health and Safety legislation, including management of hazardous substances.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence in academic programmes, research and service.
- Commitment to ongoing professional development to maintain a relevant and up-to-date skill set to successfully operate a range of analytical instruments.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by Te Triti o Waitangi.