

Role Title: **Senior Technician**

## **COMMUNICATION**

### **Oral Communication**

Frequently receive, understand and convey straightforward information in a clear and accurate manner.

Frequently receive, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey information to others.

Occasionally receive, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or speciali

## **SERVICE DELIVERY**

### **Primary focus**

Deal with internal or external contacts who ask for service or require information; create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves routine tasks with set standards or procedures.

### **Secondary focus**

Occasionally deal with internal or external contacts where the service is usually initiated by the role holder, working within the institution's overall procedures or policies; AND / OR understand and explore customer's needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service.

## **DECISION MAKING PROCESSES**

Take independent decisions which may endure for some time and impact mainly on/in the work team.

Be party to some collaborative decisions which may endure for some time, impact mainly on/in the work team and which have a moderate impact.

Provide advice or input to contribute to the decision making of others which may endure for some time and impact mainly on/in the work team.

## **PLANNING AND ORGANISING RESOURCES**

### **Implicit demands**

Complete tasks to a given plan with allocated resources.

### **Primary focus**

Plan, prioritise and organize own work or resources to achieve agreed objectives.

### **Secondary focus**

Plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis; plan and manage small projects, ensuring the effective use of resources; receive information from and provide information to others to complete their planning; and monitor progress against the plan.

## **INITIATIVE AND PROBLEM SOLVING**

### **Implicit demands**

Solve standard day to day problems as they arise; c

**Primary focus**

Use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a pr

## **TEAM DEVELOPMENT**