POSITION DESCRIPTION:

SECTION A: Position Context

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Facilities Technician</th>
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<tbody>
<tr>
<td>Position Number</td>
<td></td>
</tr>
<tr>
<td>Classification</td>
<td>Non-Executive</td>
</tr>
<tr>
<td>Campus/School/Department/Faculty</td>
<td>Sarawak Campus – Facilities &amp; Services</td>
</tr>
<tr>
<td>Division</td>
<td>Administration</td>
</tr>
<tr>
<td>Term of Appointment</td>
<td>Permanent</td>
</tr>
<tr>
<td>Effective Date</td>
<td>September 2008</td>
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</tbody>
</table>

Position Purpose:

The position is an administrative position at the Branch Campus University in Sarawak. The person reports to the Manager, Facilities and Services and is responsible for areas as designated by the Manager, Facilities and Services. Currently these include: hands-on repair and maintenance works, sourcing and purchasing of consumables, security, fire and safety, housekeeping, security surveillance system, M&E system, sound system, setting of facilities for functions and events. The position will also be responsible for proper liaison and coordination with the Building Maintenance Unit of Pometia Sdn Bhd - the owner of the buildings, in relation to buildings, air-conditioning system, M&E system, fire-fighting system, lifts, etc which will be handled by the Pometia Maintenance Team, as well as responsible for working closely with other staff on campus.

University Information:

Swinburne University of Technology is a large multi-sectoral and multi-campus institution with a stated mission to be a pre-eminent entrepreneurial university from the Asia-Pacific, thriving on new ideas and knowledge and exploiting its intersectoral heritage to create value for its stakeholders.

Swinburne has campuses in metropolitan Melbourne at Hawthorn, Prahran, Lilydale, Wantirna, Croydon and Healesville and an overseas branch campus university in Kuching, the capital city of the State of Sarawak in Malaysia. It also offers an increasing number of subjects and courses via the Internet. Its programs cover the education and training needs of over 40,000 students ranging from apprentices through to doctoral students.

Swinburne is proud of its close links with industry, business and the community generally. It has gained a prominent and respected name in education in Australia and overseas through:

- government funded programs and research;
- industry and business funded research;
- consultancy and training;
- fee-for-service teaching;
- an international focus for its curricula, student recruitment and operations.

The Branch Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs and a limited number of diploma programs. The branch campus was established in 2000 as Swinburne Sarawak Institute of Technology and on gaining university status in Malaysia changed its name to Swinburne University of Technology (Sarawak Campus) in June 2004. The Branch campus occupies a 16.5 acre site in central Kuching, the state capital of Sarawak. In 2004 the Sarawak Campus had approximately 750 students from Malaysia and other countries and plans to expand rapidly as its staff and facilities are developed in the next few years to allow a greater number and diversity courses to be offered.

The branch campus university in Sarawak is a joint venture between Swinburne University of Technology in...
Australia and the State Government of Sarawak through two of its Foundations – Yayasan Sarawak and the Sarawak Higher Education Foundation. The academic operations of the campus are integrated with and controlled by the University in Australia.

Department/Faculty/School & Division

Facilities & Services
As a department under the Administration Division, the Facilities and Services Department provides support and advices to the University as a whole. Services rendered include:-
- Renovation works & space planning
- Asset maintenance
- Cleaning of buildings and campus areas
- Security and security surveillance system
- Door access system
- Facilities support for events and functions
- Sports and recreational facilities

The Department plays an important role in ensuring that the University has sufficient technical resources, infrastructure and services put in place for supporting the overall operations.


Participation on Committees:
As directed by the Manager, Facilities and Services or any other person assigned by the Manager, Facilities and Services. All staff are encouraged to participate in Committees, in support of the University’s functions and events.

Supervision Reporting Relationships:

<table>
<thead>
<tr>
<th>This position’s supervisor/manager</th>
<th>Manager, Facilities and Services</th>
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</thead>
<tbody>
<tr>
<td>Other positions reporting to this position</td>
<td>General Workers, Cleaners.</td>
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</tbody>
</table>

Location:
This position is located at the Sarawak campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

<table>
<thead>
<tr>
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| **1. TECHNICAL SKILLS AND KNOWLEDGE** | Able to perform first line support covering at least the following fields:-
- General repair & maintenance, especially electrical, air conditioning
- Fire & Safety, Occupational Safety and Health implementation
- Maintenance and relocation of furniture & fittings
- Security Surveillance and Door Access System
- Organization & planning
- Knowledgeable on M & E and Architectural Drawing |
| 2. VENDOR RELATIONSHIP MANAGEMENT | Able to specify items required and obtain quotations as necessary. Maintain good relationship with vendors. |
Key Responsibility Areas

3. **CUSTOMER SERVICE**
   - Be polite and courteous to all members of staff, students and visitors. Able to work well with staff members from other departments to provide the best customer service.
   - Provide accurate information, educating and advising the staff on the Department’s policies and procedures.
   - Respond to any queries in a timely and polite manner.
   - Provide a friendly, helpful and prompt service to internal and external customers.

4. **GENERAL**
   - Work effectively as a member of the technical team, providing input, advice and assistance as required.

5. **OTHERS**
   - Any other duties as required by the Manager, Facilities and Services or Director Administration.

SECTION C: Key Selection Criteria

**Qualifications:** Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.

<table>
<thead>
<tr>
<th>Essential/Highly Desirable / Preferable</th>
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<tbody>
<tr>
<td>1. A diploma from a Malaysian or overseas university in an area relevant to the duties, or a certificate from a recognised institution with 2 years of relevant work experience.</td>
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**Experience / Knowledge / Attributes:** Required by the appointee to successfully perform the position’s key responsibilities.

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<tr>
<th>Essential/Highly Desirable / Preferable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sound understanding and appreciation of the roles and functions of various facilities and general building maintenance in supporting the development goals of a modern university. Highly desirable</td>
</tr>
<tr>
<td>2. Some knowledge in the application of information technology to administrative systems and tasks. Preferable</td>
</tr>
<tr>
<td>3. Ability to communicate orally and in writing, to convey and elicit information effectively, and to develop cooperative working relationships with staff, students and suppliers. Highly desirable</td>
</tr>
<tr>
<td>4. Hands-on knowledge of the operations and maintenance of various services installed in the building and compound: electrical works, plumbing, carpentry, management of sound system, fire &amp; safety, air-conditioning system, housekeeping, gardening, security surveillance system and etc. Preferable</td>
</tr>
<tr>
<td>5. Fair command in English, both spoken and written and computer literate. Highly desirable</td>
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<tr>
<td>6. Ability to be organised, have some planning skills, dedicated, and hardworking. Highly desirable</td>
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**Swinburne Attributes:**
Our attributes inform the selection process; however, a written response to the attributes is not required. The attributes are:

- Builds Relationships
- Demonstrates Personal Integrity
- Creates a Learning Environment
- Drives Service Excellence
Further Information:

For further information, please contact Encik Azmaniza Bin Abu Bakar on telephone 082 416353 ext 8111; fax 082 423594; email hresources@swinburne.edu.my

Swinburne Attributes (http://www.swin.edu.au/corporate/hr/attributes/).

Applications:
Applications should include with their application a detailed CV summarising qualifications, experience and other matters considered relevant to the application.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications at the time of commencing employment.