

Role Title: **Technician 2**

COMMUNICATION

Oral Communication

Frequently receive, understand and convey straightf

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 has an immediate impact, which can be easily amended and has little effect beyond the immediate area of work.

PLANNING AND ORGANISING RESOURCES

Implicit demands

Complete tasks to a given plan with allocated resources.

ANALYSIS AND RESEARCH

Implicit demands

Establish basic facts in situations which require further investigation and inform others if necessary.

Primary focus

Analyse routine data or information using pre-determined procedures and gathering the information from standard sources; work accurately to complete the task precisely as specified.

SENSORY AND PHYSICAL DEMANDS

Carry out tasks which require either mastery of a r

KNOWLEDGE AND EXPERIENCE

Apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous learning