

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Maintenance Officer
Position Grade	E1 – Officer
Category	Executive
Campus / Unit	Sarawak Campus – Building Facilities
Term of Appointment	Fixed-term Appointment
Effective Date	January 2026

Position Purpose

The position is an administrative position at the Sarawak Campus. The position will be responsible in various areas within Building Facilities including hands-on repair and maintenance work, sourcing and purchasing of consumables, fire and safety, housekeeping, Mechanical and Electrical (M&E) system, sound system, setting of facilities for functions and events. The position will also work closely with other staff members on campus.

Participation on Committees

The position may be required to participate on relevant committees as and when needed and as directed by the Maintenance Executive; or Assistant Manager, Building Facilities; or Manager, Building Facilities; or Director, Administration; or any other person as assigned by an authorised personnel.

Supervision Reporting Relationships:

<u>This</u> position's supervisor / manager	Maintenance Executive; or any other person as assigned by an authorised personnel.
Other positions reporting to this position	Maintenance Technician(s) and/or Assistant Technician(s) where assigned

Location:

This position is located at the Swinburne University of Technology 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.

Key Responsibility Areas		
1.	MAINTENANCE SUPPORT SERVICES	<ul style="list-style-type: none"> Assist to manage service contracts; Assist to coordinate and monitor the contractors and service vendors; Assist to obtain quotations for necessary repair works; To carry out general repair and maintenance, especially electrical, air conditioning and general building repair works; Assist to ensure Fire and Safety, Occupational Safety and Health rules and regulations are adhered to; and Maintenance and relocation of furniture and fittings.
2.	VENDOR RELATIONSHIP MANAGEMENT	<ul style="list-style-type: none"> Able to specify items required and obtain quotations as necessary. Maintain good relationship with vendors.
3.	LIAISON AND INTERACTION	<ul style="list-style-type: none"> Liaise and interact with other external parties such as contractors and vendors on relevant matters. Liaise and interact with internal parties on relevant matters.
4.	REPORTING	<ul style="list-style-type: none"> Prepare and provide accurate reports on relevant information as and when needed by the Manager, Building Facilities. Make recommendations to changes in data reporting, where necessary, to ensure reports remain relevant for decision making.
5.	CUSTOMER SERVICE	<p>Demonstrate Swinburne Values including:</p> <ul style="list-style-type: none"> Collaborate with internal and external customers to better understand, anticipate and meet the current and future needs of the branch campus university and its students in accordance with organisational expectations. Provide accurate information and advise the staff on unit policies and procedures. 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.
6.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> Execute OHS requirements in respective work areas; Maintain cleanliness, good housekeeping and overall safe work environment; and Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
7.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> Commit to the Swinburne Values. Conduct work professionally while demonstrating the Swinburne Values at all time. Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
8.	OTHER DUTIES	Any other duties as required by the Maintenance Executive; or Assistant Manager, Building Facilities; or Manager, Building Facilities; or Director, Administration; or any other person as assigned by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential / Highly Desirable / Desirable
1.	(a) A Bachelor's degree in relevant discipline from a recognised institution, or a Bachelor's degree with subsequent relevant experience; or (b) A Diploma with a minimum of three (3) years of relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the person to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Desirable
1.	Sound understanding and appreciation of the roles and functions of various facilities and general building maintenance.	Highly Desirable
2.	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 & safety, air-conditioning system, housekeeping, gardening, knowledgeable in M&E and architectural drawings, etc.	Highly Desirable
3.	Be polite and courteous to all staff members, students and visitors.	Highly Desirable
4.	Possess a wireman certificate.	Highly Desirable
5.	Ability to communicate orally and in writing, to convey and elicit information effectively, and to develop cooperative working relationships with staff, students and contractors.	Highly Desirable
6.	Fair command in English, both spoken and written and computer literate.	Highly Desirable
7.	Ability to be organised, have some planning skills, dedicated, and hardworking.	Highly Desirable