

## POSITION DESCRIPTION

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### SECTION A: Position Context

|                     |                                      |
|---------------------|--------------------------------------|
| Position Title      | Maintenance Technician               |
| Position Grade      | NE-2 – Assistant                     |
| Category            | Non-Executive                        |
| Campus / Unit       | Sarawak Campus – Building Facilities |
| Term of Appointment | Fixed-term Appointment               |
| Effective Date      | October 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, 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 and Asset Maintenance; 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  | None                                                                               |

### 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.                       | <b>MAINTENANCE SUPPORT SERVICES</b>         | <p>Able to perform first line support covering at least the following fields:</p> <ul style="list-style-type: none"> <li>• General repair and maintenance, especially electrical and air conditioning;</li> <li>• Fire and Safety, Occupational Safety and Health implementation;</li> <li>• Maintenance and relocation of furniture and fittings; and</li> <li>• Work effectively as a member of the technical team in providing input, advice and assistance as and when required.</li> </ul>                                                                                                                            |
| 2.                       | <b>VENDOR RELATIONSHIP MANAGEMENT</b>       | <ul style="list-style-type: none"> <li>• Identify items required for maintenance works as necessary.</li> <li>• Maintain effective working relationships with vendors.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3.                       | <b>LIAISON AND INTERACTION</b>              | <ul style="list-style-type: none"> <li>• Liaise and interact with other external parties such as contractors and vendors on relevant matters.</li> <li>• Liaise and interact with internal parties on relevant matters.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                         |
| 4.                       | <b>CUSTOMER SERVICE</b>                     | <p>Demonstrate Swinburne Values including:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Provide accurate information and advise the staff on unit policies and procedures.</li> <li>• Be polite, and courteous to all members of staff, students and visitors.</li> <li>• Able to work well with staff members from other departments to provide the best customer service.</li> </ul> |
| 5.                       | <b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b> | <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"> <li>• Execute OHS requirements in respective work areas;</li> <li>• Maintain cleanliness, good housekeeping and overall safe work environment; and</li> <li>• 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.</li> </ul>                                                                                 |
| 6.                       | <b>SWINBURNE VALUES AND CULTURE</b>         | <ul style="list-style-type: none"> <li>• Commit to the Swinburne Values.</li> <li>• Conduct work professionally while demonstrating the Swinburne Values at all times.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7.                       | <b>OTHER DUTIES</b>                         | <p>Any other duties as and when required and directed by the Maintenance Executive; or Assistant Manager, Building and Asset Maintenance; or Manager, Building Facilities; or Director, Administration; or any other person as assigned by an authorised personnel.</p>                                                                                                                                                                                                                                                                                                                                                    |

## SECTION C: Key Selection Criteria

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

| <b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position. |                                                                                         | <b>Essential / Highly Desirable / Desirable</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------|
| 1.                                                                                                                                                                                           | Diploma from a recognised institution with at least three (3) years of work experience. | Essential                                       |

| <b>Experience / Knowledge / Attributes:</b> Required by the person to successfully perform the positions key responsibilities. |                                                                                                                                                                                                                                                                                                            | <b>Essential / Highly Desirable / Desirable</b> |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| 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.                                                                                                                                                                                                                                       | Desirable                                       |
| 4.                                                                                                                             | Possess a wireman certificate.                                                                                                                                                                                                                                                                             | 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.                                                                                                                         | Desirable                                       |
| 6.                                                                                                                             | Fair command in English, both spoken and written and computer literate.                                                                                                                                                                                                                                    | Desirable                                       |
| 7.                                                                                                                             | Ability to be organised, have some planning skills, dedicated, and hardworking.                                                                                                                                                                                                                            | Desirable                                       |