

# Position Description



holmesglen



<b>Position</b>	Technical Officer – VR/AR
Portfolio/Faculty	People, Global Relations and Industry Engagement
Department/Workgroup	Centre for Energy and Infrastructure
Position No.	XXXXX
Reports to:	Head of Department - Civil, Safety and Industrial Skills
Classification	PACCT Worker Level 5 (PW5)
Direct reports:	NA
Date:	January 2025

## Portfolio/Faculty Overview

The People, Global Relations and Industry Engagement portfolio comprises of the Centre for Energy and Infrastructure, Global Relations and Commercial Partnerships, International Student Programs, Industry Engagement, Human Resources and Employee Experience and Development. The portfolio plays a key role in the Institute's operations working with stakeholders across the Institute and in the global and domestic vocational education sector.

## Department/Workgroup

The Centre for Energy & Infrastructure has a focus on the provision of education and training for the Electricity Supply Industry (ESI). Programs to train a workforce to construct Major Infrastructure projects, particularly tunnelling projects. These programs are complemented with programs that deliver industrial skills required for high-risk activities and plant operations, and Workplace, Health Safety programs that are needed across all industry sectors.

### Civil, Industrial and Safety

The CIS department provides training programs in civil construction, tunnelling and traffic management for apprentices and trainees. To complement these programs, it also delivers a suite of industrial skill programs in plant & equipment operations, and high-risk training including confined space, working at heights, bridge & gantry, and dogging & rigging. The Work, Health & Safety courses offered by the department provide accredited training in the Diploma and Certificate IV in Work, Health, and Safety. Specialist training is also provided in Health & Safety Representative, Electrical Spotter and Chain of Responsibility. These skills are required across all industries, not only the civil construction sector.

## About the Role

The Technical Officer - VR/AR, is responsible for the maintenance, upkeep and deployment of a range of extended reality training technologies and equipment simulators used to deliver and assess learners in understanding and operating a range of plant and equipment used in the infrastructure sector. The role requires the successful applicant to liaise closely with trainers and industry clients and resource developers to understand training needs and explore options for deploying extended reality training to learners. The successful applicant may also need to develop and update existing resources for new training projects.

## Key Accountabilities

1. Care and maintenance of Virtual/Mixed Reality (VR/AR) simulators and equipment used to train learners in tunnelling and Civil Construction.
2. Operate, repair and carry out modifications, and maintain equipment to support technical requirements of course skill areas and update computer configuration as directed by external vendors/TSD.
3. Maintain equipment database, standard operating procedures, manuals and associated records such as a logbook for users of equipment and assist with setting up for exhibitions and information days.
4. Maintain the supply of consumables for the VR/AR equipment, identifying and solve a range of technical problems related to the equipment.
5. Carry out a range of tasks relating to OH&S compliance related to the operation of the VR/AR & simulators and care for equipment devices, including maintaining equipment hygiene standards.
6. Be instrumental in facilitating the operation of the student booking system, specifically ensuring equipment is ready for student use.
7. Liaise with other departments at Holmesglen to implement strategies for enhancing applications of the VR/AR and digital technologies in education.
8. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
9. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
10. Act in accordance with Holmesglen Safety policies and procedures, including Child Safety Standards to ensure that departmental operations comply with Occupational Health and Safety legislation.

## Key Selection Criteria

- 1 Prior experience in a technical support capacity with knowledge and understanding of VR/AR simulator equipment.
- 2 Demonstrated ability in the care and upkeep of equipment and the ability to learn and introduce new technologies, preferably in an educational setting.
- 3 Demonstrated ability to work under instruction and work as a member of a team.
- 4 Strong organisational skills, characterised by proactive problem-solving, accountability and technical experience with the capability to operate autonomously.
- 5 Established proficiency in time management, with a track record of meeting stringent deadlines, attaining objectives, managing competing priorities and work schedules demonstrating high level of accuracy and attention to detail.
- 6 Ability to communicate effectively with key industry clients on the design or VR/AR resources and demonstrated ability to communicate with external suppliers, specialists and other stakeholders as required.

## Qualifications

### Mandatory

- Relevant Degree or Diploma with little or no relevant work experience; or a suitable combination of lesser qualifications and relevant work experience.
- Current driver's licence.

### Desirable

- Qualification in Computing, Games Design and Development.

## Knowledge

- Knowledge and understanding of the operations of PC computer operations.

- Thorough knowledge of audio-visual equipment, including the knowledge of upkeep and maintenance of equipment.
- Awareness of Occupational Health and Safety compliance in relation to care for equipment devices, including maintaining equipment hygiene standards.

## Skills and Experience

- Experience in a technical support role preferably with VR/AR Simulator equipment.
- Sound interpersonal, written and verbal communication skills and a demonstrated ability to relate professionally to a diverse range of stakeholders.
- Familiarity with computer systems technology including technical competence in the use of MS Office software applications.
- Experience working independently with minimal supervision in a dynamic, complex environment.
- Attention to detail, ensuring accurate compliance and demonstrating initiative and problem-solving skills.

## Other Relevant Information

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.

## About Holmesglen – Who we are

Holmesglen is a leading Australian provider of vocational and higher education and one of the largest government-owned TAFEs in the state of Victoria. With 40 years' experience and more than 140,000 graduates, we are TAFE at its best by transforming lives, building workforce capability and enriching communities through education and training.

We are a leader in education, training and applied research, renowned for its innovation and its commitment to learner and industry success. We offer industry training, certificate, diploma, and degree programs across six locations and seven campuses.

Locations include Chadstone, Drummond Street, City, Moorabbin, North Melbourne, Glen Waverley and Eildon.

As a multi-award-winning institute, you can learn more and do more at Holmesglen. [holmesglen.edu.au](https://www.holmesglen.edu.au)

**We uphold our  
ASPIRE values**



**AMBITION**



**SCHOLARSHIP**



**PASSION**



**INTEGRITY**



**RESPECT**



**EXCELLENCE**