**P4: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance
* Alter the order in which work or a procedure is performed
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under direction

*🡪 Context of Decisions*

* Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices
* Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization

*🡪 Job Controls*

* Given the latitude to make decisions on projects that they are accountable for delivering on
* Free to plan and carry out all phases of work assignments

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Assignments are defined as less reoccurring or cyclical tasks, and primarily consists of development or refinement of programmatic or administrative objectives

*🡪 Course of Resolution*

* Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking for resolution

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others

**SCOPE AND MEASURABLE EFFECT**

* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards
* Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area
* Generally have a more direct impact on a larger action or process; such as serving as a single component in an approval process, where the process is “owned” by a different work unit

**Job Template**

**GENERAL SUMMARY**

Provides support to faculty, undergraduate, and graduate students in lab set up. Maintains and provides materials needed for experiments and/or research, performs safety inspections, and provides technical support. Ensures compliance with all laboratory safety protocols.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Collects materials/specimens to be used in laboratory exercises and prepares any needed reagents, media, stains, enzymes, solutions, lab supplies, or apparatus. Prepares samples for analysis or testing according to standard procedures.
* Researches, prepares, and/or tests difficult laboratory experiments to ensure such experiments will demonstrate the intended scientific principle or procedure for which the experiment was designed.
* Identifies and resolves difficult problems with methods and techniques to ensure or improve the effectiveness of the demonstration. Modifies difficult experiments to incorporate new technology.
* Operates, tests, and calibrates analytical instruments, equipment, and related components. Makes adjustments and resolves problems.
* Edits and updates lab manuals in assigned area of responsibility, and keeps current on new procedures.
* Maintains necessary records, proper laboratory conditions, and safety procedures.
* Maintains an adequate inventory of laboratory supplies. Determines costs and generates order requests.
* Investigates and tests new technologies. Identifies trends, evaluates needs, and recommends acquisition of hardware, software, and applications.
* Assists students and others with technical problems related to laboratory techniques or equipment.
* Participates in meetings to plan and evaluate lab experiments. Evaluates procedures for intended results and recommends improvements and solutions.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Four to five years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Concepts, practices, and standard laboratory procedures
* Laboratory safety procedure and protocols
* Chemical and biohazardous waste handling and processing
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Troubleshooting
* Leadership
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Gather, interpret, and record research and data
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Explain laboratory procedures and edit laboratory manuals
* Conduct tests and experiments
* Maintain laboratory equipment
* Research, document, maintain, and recommend software, hardware, applications, and databases
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively