Duties listed at lower levels may also be expected in higher-level positions.

### Position Overview Statement
- **Research Support Associate 1 (Grade 3 Support Staff) Non-exempt**
  - Provides basic laboratory support for researchers and their projects.
  - Responsible for data input and basic lab support functions.

- **Research Support Associate 2 (Grade 4 Support Staff) Non-exempt**
  - Provides comprehensive technical support for researchers and their projects. Assists with research experiments.
  - Responsible for data input and basic analysis in addition to lab support functions.

- **Technical Associate I Exempt (SRS Technical Staff)**
  - Performs coding/programming and laboratory research experiments.
  - Analyzes data using statistical methodology and records results.
  - Maintains computer database(s) and improves data utilization.
  - Ensures inventory of appropriate lab supplies.
  - May coordinate multiple research-related projects.

- **Technical Associate II Exempt (SRS Technical Staff)**
  - Performs complex coding/programming and a broad range of research experiments.
  - Analyzes data using statistical methodology and records results.
  - Designs and maintains computer database(s) and improves data utilization.
  - Utilizes both routine and specialized techniques in research area.
  - May coordinate multiple research-related projects.

### Principal Duties & Responsibilities

#### Research Techniques and Protocols
- **Conducts basic experiments under close supervision.**
- **May assist in some prep work for experiments.**
- **Collects and processes research data.**

- **Conducts basic experiments under general supervision.**
- **Performs prep work for experiments.**
- **Conducts standard lab techniques and functions to support lab and/or research project or protocol.**
- **Assists in evaluating research methods, procedures and techniques based on established objectives.**
- **May adjust basic experimental protocols to ensure project completion in a timely fashion.**

- **Performs independent research.**
- **Conducts standard and/or specialized lab techniques and functions to support lab and/or research project or protocol.**
- **Participates in modification of protocols and experimental strategies.**
- **May recruit participants in research study.**

- **Performs independent research.**
- **Modifies and/or develops protocols, procedures, techniques or applications of technology.**
- **Advises on experimental design and applicability.**
- **Participates in formulating research methods and suggesting options for improving quality and recommending solutions.**
- **May recruit participants in research study.**
- **Oversees protocol implementation and renewals (CAC, COUHES).**
- **Assists with writing and coordination of proposal components and progress reports.**
### Research Support Associate
- **Non-exempt**
- **(Grade 3 Support Staff)**

Develops standard operating procedures for lab.

- **Research Support Associate 1**
- **(Grade 3 Support Staff)**
  - Non-exempt

- **Data / Analysis**
  - Updates and maintains data in laboratory databases.
  - Generates standardized reports.
  - Uses web software to input, update and maintain web content.
  - Collects and/or cleans basic data.
  - Performs basic data coding.
  - Updates and maintains data in laboratory databases.
  - Generates standardized reports.
  - Uses web software to input, update and maintain web content.
  - May perform basic statistical analysis.
  - May create databases using FileMaker Pro, Excel, Access, and/or databases specific to a department, lab, or center.

- **Research Support Associate 2**
- **(Grade 4 Support Staff)**
  - Non-exempt

- **Technical Associate I**
  - Exempt
  - **(SRS Technical Staff)**

- **Technical Associate II**
  - Exempt
  - **(SRS Technical Staff)**

- **Research and Document Production**
  - Performs routine literature searches based on research of area.
  - Prepares basic correspondence using templates and existing form letters or other documents.
  - Performs basic mail merges for labels and name cards.
  - Documents results of experiments.
  - Researches and gathers information for research projects.
  - Conducts bibliographic searches for literature leads and references.
  - Updates manuals and procedures for own area.
  - May proofread research papers for grammatical and/or formatting errors.
  - Summarizes and documents research results and findings to researchers.
  - Presents research findings at laboratory meetings.
  - Researches and provides content for manuals, presentations, grant and fellowship proposals, sponsor reports as well fulfilling internal request for information.
  - Initiates and recommends changes to manuals and procedures for own area.
  - May co-author articles and/or manuscripts.
  - Analyzes, synthesizes, interprets and documents experimental results.
  - Publishes project results through writing reports, case studies, and/or articles.
  - Presents research findings at laboratory meetings.
  - Prepares and/or collaborates on articles for submission to scientific journals and publications.
  - Co-authors manuscripts/articles for publications.

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*Duties listed at lower levels may also be expected in higher-level positions.*
| Research Support Associate 1  
(Grade 3 Support Staff) 
Non-exempt | Research Support Associate 2  
(Grade 4 Support Staff) 
Non-exempt | Technical Associate I  
(Exempt  
SRS Technical Staff) | Technical Associate II  
(Exempt  
SRS Technical Staff) |
|---|---|---|---|
| **Lab Administration** | - May maintain lab calendar, lab directories, and mailing lists.  
- Maintains vendor relationships and equipment service contracts/records.  
- Schedules maintenance and repairs of equipment. | - May maintain lab calendar, lab directories, and mailing lists.  
- May assist in planning events/meetings.  
- Maintains vendor relationships and equipment service contracts/records.  
- Assesses equipment needs and schedules maintenance and repairs of equipment. | - Participates in planning and execution of lab events including lab meetings.  
- Assesses equipment needs and schedules maintenance and repairs of equipment.  
- Maintains vendor relationships and equipment service contracts/records.  
- May assist in the preparation and submission of salary certification and effort reports.  
- May make recommendations for new and/or revisions to policies and procedures for the laboratory. |
| **Supplies & Equipment** | - Assists in maintaining lab inventory.  
- Maintains inventories of lab stocks and updates purchasing database and files.  
- Orders supplies on a routine basis (either electronically, or using SAP); matches invoices to packing slips; validates deliveries.  
- Orders all chemicals and lab supplies.  
- Assists with equipment maintenance, cleaning and ordering. | - Maintains inventories of lab stocks and updates purchasing database and files.  
- Orders supplies on a routine basis (either electronically, or using SAP); matches invoices to packing slips; validates deliveries.  
- Orders all chemicals and lab supplies.  
- Assists with equipment maintenance, cleaning and ordering.  
- Ensures appropriate inventory of lab supplies for work area. Monitors conditions of orders and service contracts to ensure that deals/purchases are appropriate based on budget.  
- Researches and recommends the purchase of specialized equipment.  
- Trouble-shoots and makes recommendations to solve equipment issues. Liaises with facilities as needed. | - Oversees lab ordering systems ensuring spending is compliant with budget guidelines and within budgetary constraints.  
- Identifies and liaises with departmental administration on the purchase of complex equipment.  
- Responsible for the allocation of equipment and supplies.  
- Trouble-shoots and makes recommendations to solve complex equipment issues. Liaises with facilities as needed. |
| **Environmental Health & Safety** | - Follows safety standards and procedures. | - Follows safety standards and procedures. | - Ensures safety standards and procedures are followed.  
- Has deep understanding of safety policies and procedures. Ensures safety standards and procedures are followed. |

* Duties listed at lower levels may also be expected in higher-level positions.*
| Research Support Associate 1  
(Grade 3 Support Staff)  
Non-exempt | Research Support Associate 2  
(Grade 4 Support Staff)  
Non-exempt | Technical Associate I  
(Exempt  
(SRS Technical Staff)) | Technical Associate II  
(Exempt  
(SRS Technical Staff)) |
|---|---|---|---|
| Interfaces with MIT environmental health and safety personnel as needed. | May handle required safety matters, including maintaining safety records and interfacing with MIT environmental health and safety personnel. | Prepares lab for inspections and corrects problems.  
May serve as EHS representative for laboratory. | Prepares lab for inspections and corrects problems.  
Provides safety training for others in the lab/work area.  
May serve as EHS representative for laboratory. |
| **Other** | Performs other related duties as required. | Performs other related duties as required, including work performed at lower levels, when necessary. | Performs other related duties as required, including work performed at lower levels, when necessary. |
| Supervision Received | Receives close supervision from higher level research staff, supervisor, manager or faculty member(s).  
Seeks guidance and instruction as needed. | Receives general supervision from supervisor, manager or faculty member(s). | Receives minimal supervision from supervisor, manager or faculty member(s).  
Work is reviewed at key stages by supervisor, manager, or faculty member(s). |
| Supervision Exercised | Does not supervise staff.  
Serves as a resource to lab personnel. Uses discretion and knows who to go to in order to resolve issues and complete tasks. | Trains and coordinates work of lower-level staff, student employees, and/or temporary staff.  
Ensures that others comply with established standards, applicable regulations, and laboratory procedures.  
May be responsible for onboarding new staff to the lab and training users in equipment operation. | Responsible for onboarding new staff to the lab.  
Trains and mentors new staff.  
Ensures that others comply with established standards, applicable regulations, and laboratory procedures.  
Provides guidance and leadership in non-routine tasks.  
Trains users in equipment operation and research techniques.  
May directly supervise staff or provide input in performance reviews of staff.  
May provide input into the hiring of staff. |
| Education | High School education or equivalent required. Bachelor’s degree preferred. | High School education or equivalent required. Bachelor’s degree preferred. | Bachelor’s degree in specialized or related field, based on hiring lab is required.  
Bachelor’s degree in specialized or related field based, on hiring lab is required.  
Master’s degree preferred. |
| Experience | Prior exposure to research lab preferred. | Prior exposure to research lab required. | Minimum 2 years’ specialized experience with qualitative data analysis, research methods, social sciences (which may |
| Research Support Associate 1  
(Grade 3 Support Staff) 
Non-exempt | Research Support Associate 2  
(Grade 4 Support Staff) 
Non-exempt | Technical Associate I  
Exempt  
(SRS Technical Staff) | Technical Associate II  
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<td>social sciences (which may include experience gained as an undergraduate).</td>
<td>include experience gained as an undergraduate). Prior supervisory experience preferred.</td>
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<td><strong>Knowledge</strong></td>
<td>Requires basic knowledge of general laboratory practices and procedures.</td>
<td>Requires full working knowledge of general laboratory practices and procedures. Requires general understanding of own work and how it impacts operations outside own work unit. Ability to recognize needs of unit.</td>
<td>Requires specific understanding of research own work and broad knowledge of work of the lab(s). Ability to recognize needs of unit. Knowledge of technical programming/coding for specific lab required. Experience in conducting on-line research in field of study and applying information to projects based on scientific area of study.</td>
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<td><strong>Critical Thinking and Problem Solving</strong></td>
<td>Escalates non-routine issues or problems to senior staff or supervisor. Offers suggestions to solve problems in immediate work area.</td>
<td>Resolves routine problems in a thorough and timely manner. Recommends solutions to solve complex problems to management. Uses discretion and knows who to go to in order to resolve complex issues and/or complete tasks.</td>
<td>Identifies and selects appropriate tools, data, and analysis techniques to diagnose problems and develop solutions. Makes recommendations to solve and resolve highly complex problems. Recognizes problems or situations that are new or without precedent. Finds solutions using a systematic, multi-step approach.</td>
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<td><strong>Decision Making</strong></td>
<td>Duties and activities covered by specific instructions, standard practices and established procedures.</td>
<td>Decision making guided by general instructions and practices requiring interpretation. Makes decisions regarding routine issues.</td>
<td>Decision making guided by varied and less defined instructions and practices requiring broader interpretation. Makes decisions on issues and priorities for own work area.</td>
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<td><strong>Impact</strong></td>
<td>Work affects own work unit. Works within job specific deadlines and schedules set by supervisor. May recommend changes that impact own work area. Maintains confidentiality of information.</td>
<td>Achieves objectives that impact work of own team. Work may affect multiple areas. Follows lab/departmental procedures and recommends changes to work-area processes. Maintains confidentiality of information.</td>
<td>Work may affect multiple areas. Communicates, interprets and trains others on lab/departmental policies. Accountable for the end product of own work. Maintains confidentiality of information. Work may affect multiple areas. Determines and may develop lab procedures and recommends changes to work area processes. Communicates, interprets and trains others on lab/departmental policies. Accountable for the end product of own work as well as work of others. Maintains confidentiality of information.</td>
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*Duties listed at lower levels may also be expected in higher-level positions.*
| Collaboration | Research Support Associate 1  
(Grade 3 Support Staff)  
Non-exempt | Research Support Associate 2  
(Grade 4 Support Staff)  
Non-exempt | Technical Associate I  
Exempt  
(SRS Technical Staff) | Technical Associate II  
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(SRS Technical Staff) |
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<td>Works as part of a team. Expresses one’s ideas and actively participates in group discussions.</td>
<td>Collaborates with team; shares relevant information with those who may be affected by decisions.</td>
<td>Collaborates with team; shares relevant information with those who may be affected by decisions.</td>
<td>Collaborates with team; shares relevant information with those who may be affected by decisions.</td>
<td>Participates in formal or informal group problem solving for immediate issues.</td>
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<td>Identifies issues in need of resolution within own work area.</td>
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<td>Identifies and resolves issues in own work group.</td>
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<td><strong>Communication Effectiveness</strong></td>
<td>Conveys routine information to others, communicates established processes and procedures.</td>
<td>Strong interpersonal and communication skills in order to represent the work area. Able to answer moderately complex questions. Shares information in a clear and concise manner.</td>
<td>Excellent interpersonal and communication skills in order to represent the work area and the larger MIT community. Able to answer complex questions. Conveys information to others and takes steps to ensure understanding. Shares information in a clear and concise manner.</td>
<td>Excellent interpersonal and communication skills in order to represent the work area and the larger MIT community. Conveys complex information to others and takes steps to ensure understanding. Shares information in a clear and concise manner. Tailors communication to different audiences.</td>
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<td>Answers general questions and refers more complex questions.</td>
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<td><strong>Work Environment</strong></td>
<td>Staff may be subject to hazards including proximity to mechanical parts, electrical current or exposure to high heat or chemicals.</td>
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<td><strong>Physical Requirements</strong></td>
<td>Work may require exerting light to medium amount of force to move objects (10 – 20lbs). Use of arms and/or legs to push, pull and lift objects. Work may require mobility to accomplish some tasks, particularly for long distances or moving from site to site.</td>
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