## Wet Lab/Bench Research

**Research Support Associate 1 & Research Support Associate 2 and Technical Associate I & II**

### JOB LEVEL GUIDE

<table>
<thead>
<tr>
<th></th>
<th>Research Support Associate 1 (Grade 3 Support Staff) Non-exempt</th>
<th>Research Support Associate 2 (Grade 4 Support Staff) Non-exempt</th>
<th>Technical Associate I Exempt (SRS Technical Staff)</th>
<th>Technical Associate II Exempt (SRS Technical Staff)</th>
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<tbody>
<tr>
<td><strong>Position Overview Statement</strong></td>
<td>Provides basic laboratory support for researchers and their projects. Responsible for data input and basic lab support functions.</td>
<td>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.</td>
<td>Performs various laboratory research experiments and duties. Records test results, analyzes data using statistical methodology. Ensures inventory of appropriate lab supplies. Maintains computer database(s) and improves data utilization. May coordinate multiple research-related projects.</td>
<td>Responsible for the organization and performance of a broad range of laboratory experiments. Utilizes both routine and specialized techniques in research area. Performs analysis and documentation of experimental protocols. Designs and maintains computer database(s) and improves data utilization. May coordinate multiple research-related projects.</td>
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<tr>
<td><strong>Principal Duties &amp; Responsibilities</strong></td>
<td>Conducts basic lab experiments under close supervision. May assist in some prep work for experiments. Collects and processes lab samples or research data.</td>
<td>Conducts basic lab 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.</td>
<td>Performs bench experiments. 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. Performs independent research.</td>
<td>Performs bench experiments. Modifies and/or develops protocols, procedures, techniques or applications of technology. Participates in formulating research methods and suggesting options for improving quality and recommending solutions. Oversees protocol implementation and renewals (CAC, COUHES) Assists with writing and coordination of proposal components and progress reports. Develops standard operating procedures for all aspects of device handling. Performs independent research.</td>
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*Duties listed at lower levels may also be expected in higher-level positions.*
| Research and Document Production | Research Support Associate 1  
(Grade 3 Support Staff)  
Non-exempt | Research Support Associate 2  
(Grade 4 Support Staff)  
Non-exempt | Technical Associate I  
(SRS Technical Staff)  
Non-exempt | Technical Associate II  
(SRS Technical Staff)  
Non-exempt |
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<td>Performs routine literature searches based on research of area.</td>
<td>Documents results of experiments.</td>
<td>Summarizes and documents research results and findings to researchers.</td>
<td>Analyzes, synthesizes, interprets and documents experimental results.</td>
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<td>Prepares basic correspondence using templates and existing form letters or other documents.</td>
<td>Researches and gathers information for projects.</td>
<td>Presents research findings at laboratory meetings.</td>
<td>Publishes project results through writing reports, case studies, and/or articles.</td>
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<tr>
<td>Performs basic mail merges for labels and name cards.</td>
<td>Conducts bibliographic searches for literature leads and references.</td>
<td>Researches and provides content for manuals, presentations, grant and fellowship proposals as well fulfilling internal request for information.</td>
<td>Presents research findings at laboratory meetings.</td>
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<td>Updates manuals and procedures for own area.</td>
<td>Initiates and recommends changes to manuals and procedures for own area.</td>
<td>Prepares research findings at laboratory meetings.</td>
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<td>May proofread research papers for grammatical and/or formatting errors.</td>
<td>May co-author articles and/or manuscripts.</td>
<td>Co-authors manuscripts/articles for publications.</td>
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<td>May conduct literature reviews.</td>
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<td>Lab Administration</td>
<td>May maintain lab calendar, lab directories, and mailing lists.</td>
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<td>May conduct planning and execution of lab events including lab meetings.</td>
<td>Coordinates meetings with external and internal research collaborators.</td>
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<td>Maintains vendor relationships and equipment service contracts/records.</td>
<td>May assist in planning events/meetings.</td>
<td>Assesses equipment needs and schedules maintenance and repairs of equipment.</td>
<td>Manages expenditures, ensures funds are spent in accordance with federal laws and budget guidelines.</td>
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<td>Schedules maintenance and repairs of equipment.</td>
<td>Maintains vendor relationships and equipment service contracts/records.</td>
<td>Maintains vendor relationships and equipment service contracts/records.</td>
<td>Ensures lab adheres to MIT financial policies, record retention, and other research administration policies.</td>
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<td>Assesses equipment needs and schedules maintenance and repairs of equipment.</td>
<td>May assist in the preparation and submission of salary certification and effort reports.</td>
<td>Develops, revises and/or implements policies and procedures for the laboratory.</td>
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<td>May make recommendations for new and/or revisions to policies and procedures for the laboratory.</td>
<td>Maintains vendor relationships and equipment service contracts/records.</td>
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<td>Supplies &amp; Equipment</td>
<td>Assists in maintaining lab inventory.</td>
<td>Maintains inventories of lab stocks and updates purchasing database and files.</td>
<td>Ensures appropriate inventory of lab supplies for work area. Monitors conditions of orders and service contracts to ensure that over</td>
<td>Oversees lab ordering systems ensuring spending is compliant with budget guidelines and within budgetary constraints.</td>
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Duties listed at lower levels may also be expected in higher-level positions.
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(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  
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| 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. | | 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. | 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 equipment issues. Liaises with facilities as needed.  
Manages approved use of controlled substances. |
| Data/Analysis | Orders all chemicals and lab supplies.  
Assists with equipment maintenance, cleaning and ordering. | Performs basic data coding.  
May perform basic statistical analysis.  
Updates and maintains data in laboratory databases.  
Generates standardized reports.  
Uses web software to input, update and maintain web content.  
May create databases using FileMaker Pro, Excel, Access, and/or databases specific to lab. | Performs statistical and multivariate analysis and evaluates experiment results/research findings.  
Analyzes and interprets varying situations. Utilizes approaches based on understanding of policies, precedents, past practices and scientific knowledge to resolve issues.  
Responsible for database assembly and management.  
Creates databases using FileMaker Pro, Excel, Access, and/or databases specific to lab.  
May implement and maintain analysis software. |
| Environmental  
Health &  
Safety | Performs statistical and multivariate analysis and evaluates experiment results/research findings.  
Analyzes and interprets varying situations. Utilizes approaches based on understanding of policies, precedents, past practices and scientific knowledge to resolve issues.  
Responsible for database assembly and management.  
Creates databases using FileMaker Pro, Excel, Access, and/or databases specific to lab.  
May implement and maintain analysis software.  
Researches and gathers data from multiple sources for highly complex projects. | Ensures safety standards and procedures are followed.  
Prepares lab for inspections and corrects problems.  
Ensures biohazard waste disposal occurs following policies and procedures. | Has deep understanding of safety policies and procedures.  
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<td>Other</td>
<td>Performs other related duties as required.</td>
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<td>Supervision Received</td>
<td>Receives close supervision from higher level research staff, supervisor, manager or faculty member(s). Seeks guidance and instruction as needed.</td>
<td>Receives general supervision from supervisor, manager or faculty member(s).</td>
<td>Receives minimal supervision from supervisor, manager or faculty member(s). Work is reviewed at key stages by supervisor, manager, or faculty member(s).</td>
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<td>Supervision Exercised</td>
<td>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.</td>
<td>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.</td>
<td>Serves as primary resource for lab member on research techniques, taking responsibility for complex tasks without direct supervision. 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.</td>
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<td>Education</td>
<td>High School education or equivalent required. Bachelor’s degree preferred.</td>
<td>High School education or equivalent required. Bachelor’s degree preferred.</td>
<td>Bachelor’s degree in specialized or related field based on hiring lab is required.</td>
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<td>Masters degree preferred.</td>
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<td>Experience</td>
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<td>Prior exposure to research lab required.</td>
<td>Minimum 2 years' specialized lab experience required (which may include experience gained as an undergraduate). Minimum 4 years' specialized lab experience required (which may include experience gained as an undergraduate). Prior supervisory experience preferred.</td>
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<td>Knowledge</td>
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<td>Requires basic knowledge of general laboratory practices and procedures. 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 and broad knowledge of work of the lab(s). Ability to recognize needs of unit. Experience in conducting on-line research and applying information to projects based on scientific area of study. Requires deep understanding of research and broad knowledge of work of the lab(s). Ability to recognize needs of unit. Experience in conducting on-line research and applying information to projects based on scientific area of study.</td>
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<td>Critical Thinking and Problem Solving</td>
<td></td>
<td>Escalates non-routine issues or problems to senior staff or supervisor. Offers suggestions to solve problems in immediate work area.</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. 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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<tr>
<td>Decision Making</td>
<td></td>
<td>Duties and activities covered by specific instructions, standard practices and established procedures. 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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<tr>
<td>Impact</td>
<td></td>
<td>Work affects own work area. Works within job specific deadlines and schedules set by supervisor. May recommend changes that impact own work area. 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 units. 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. Maintains confidentiality of information.</td>
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|--------------------------------------|------------------------------------------------|-------------------------------------------------|------------------------------------------------|------------------------------------------------|
| Works as part of a team. Expresses one’s ideas and actively participates in group discussions. | Collaborates with team; shares relevant information with those who may be affected by decisions.  
Identifies issues in need of resolution within own work area. | Collaborates with team; shares relevant information with those who may be affected by decisions.  
Participates in formal or informal group problem solving for immediate issues.  
Identifies and resolves issues in own work group. | Collaborates with team; shares relevant information with those who may be affected by decisions.  
Participates in formal or informal group problem solving for immediate issues.  
May provide basic facilitation for group discussions.  
Identifies and resolves issues in own work group. | Collaborates with team; shares relevant information with those who may be affected by decisions.  
Participates in formal or informal group problem solving for immediate issues.  
May provide basic facilitation for group discussions.  
Identifies and resolves issues in own work group.  
Assists with issues that impact other areas. |
| Communication Effectiveness          | Conveys routine information to others, communicates established processes and procedures.  
Answers general questions and refers more complex questions. | 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. | 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. | 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. |
| Work Environment                     | Staff may be subject to hazards including proximity to mechanical parts, electrical current or exposure to high heat or chemicals. | Staff may be subject to hazards including proximity to mechanical parts, electrical current or exposure to high heat or chemicals. | Staff may be subject to hazards including proximity to mechanical parts, electrical current or exposure to high heat or chemicals. | Staff may be subject to hazards including proximity to mechanical parts, electrical current or exposure to high heat or chemicals. |
| Physical Requirements                | 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. | Work may require exerting light to medium amount of force to move objects (10 – 20lbs).  
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