JOB DESCRIPTION /
TECHNICIAN

University of Kent

Academic Divisions/ Divisional Operations: Technical Services

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

Reference:

Salary:
Grade 5

Contract:
Ongoing
Full/Part time

Location:
Canterbury campus

Responsible to:

Responsible for:
Activities: Technical Support Services

Job family:
Technical

Job purpose

Working as part of a technical support team providing a comprehensive, immediate and specialised support service for staff and students within the Division, the role of Technician helps to deliver timely and effective specialised research and teaching support to students, academic and research staff at all levels and visitors to the Division. Reflecting a higher ability and skill level, a Technician works autonomously and solves complex problems. A Technician will have a good understanding of Health and Safety protocols and procedures and will ensure a safe working environment is maintained at all times. A Technician will support the effective and efficient operation of general facilities and resources having day to day oversight of both availability and service levels.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Work on own initiative and with minimal supervision. Use a well-developed working technical knowledge to help solve problems independently, maintaining the working environment and raising any complex issues with more senior staff

2. Plan and perform activities independently using a range of techniques, sometimes working from a limited brief

3. Liaise with staff, students and visitors, as well as dealing with routine external service providers to ensure facilities and equipment are kept operational. Work collaboratively with other members of the team.

4. Operate technical equipment, assisting staff and students. Undertake routine maintenance tasks, fault finding and basic repairs.

5. Work effectively as a team and independently, providing technical advice in relation to the work area activities, equipment and the techniques used, to staff and students, as required

6. Pro-actively update and improve processes, contribute to and support change in the work area. Set up work environments and carry out relevant tests and experiments.

7. Understand, promote and apply relevant COSHH/risk assessments and departmental health and safety protocols ensuring procedures are followed at all times. Supervise staff and students to ensure their safety.

8. Maintain accurate records of work undertaken, including reports, use of databases and using appropriate (bespoke) software. Write documentation and user guides where appropriate

9. Contribute to the development of protocols, standard operating procedures and maintenance schedules for the work area

10. Assist with purchasing including ordering and distributing goods. Have an awareness of costings and availability. Use knowledge and experience to provide recommendations and quotations to staff and students, adhering to any grant conditions.

11. Monitor resource usage and maintaining supplies of key items. Ensure the effective and efficient use of resources, maintaining relevant timetable and booking processes

12. Interpret data and communicate findings. If required, make presentations of own work activities to others in the team

13. Provide inductions, training and demonstrations of specialist techniques ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders.

14. To contribute and support change in work area to continually deliver an excellent student and staff experience.

15. Provide in class support and demonstration to student facing teaching activities. Support technical colleagues undertaking technician led teaching

16. To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. Role holder uses both theoretical knowledge and practical experience to provide advice and support in a technical or specialised field.

2. Work within established procedures and practices, analyse and use their judgement to identify the best solution to a range of different problems and issues. Support to develop junior colleagues within the team.

3. Independently prioritising conflicting demands from the Division's students and staff, dealing with customers politely and professionally whilst maintaining good customer service at all times.

4. Trouble shooting faults in all areas. Issues can occasionally affect large groups of users at the same time, being able to methodically problem solve in a high pressure environment as part of the team is vital to a successful outcome.

5. Communicating in a timely and effective manner to ensure the professional delivery of technical support to a broad range of staff, students and visitors to the Division, with varying levels of competency.

Facts & figures

Kent Technical Services provide specialist support to all areas of the University including teaching, research, innovation and civic activities. There are 6 academic divisions within the University of Kent supported by embedded technical teams who provide specialist subject support, facility operation and resource management.

Internal & external relationships

Internal: Staff at all levels within the academic division and professional services areas; students

External: Specialist equipment and software suppliers; consultants; contractors; visitors and visiting academic researchers; alumni

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Working with machinery
- Manual handling – lifting and moving specialist IT equipment
- Regular use of Screen Display Equipment
- Conflict resolution
- Working in a hot environment with electrostatic charges

Further Technical Specialisms

Technical Services roles have common accountabilities across role types. The following provides an overview of any additional technical specialisms which are specific or unique to this role:

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear <u>evidence</u> and <u>examples</u> in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Besides your technical skills and experience, you will have excellent interpersonal skills which ensure that colleagues and students find you approachable and you will build and maintain good working relationships with staff across the Division.

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

Essential	Assessed via
• Educated to A level or equivalent qualification or experience	A
• Proven experience of working in a Technical support role	A, I
• Relevant theoretical knowledge in a related work area	A, I
• Experience using complex technical equipment	A, I
• Excellent working knowledge of safety regulations and procedures. For example, risk assessment, COSHH	A, I
• Experience in supporting the procurement of technical equipment. Providing complex equipment and technology advice to students and colleagues.	A, I
• Good verbal and written communication skills, including clear and effective facilitation and presentation skills and the ability to produce clear and concise written materials	A, I, T
• Good interpersonal skills with the ability to liaise independently with students and staff at all levels and build and maintain good working relationships with staff in many different departments.	I
• Excellent numeracy skills, accuracy and attention to detail	A, I
• Organised with the ability to prioritise a wide range of workload with competing priorities	A, I
• Ability to work under own initiative but also collaboratively within teams	I
• Excellent troubleshooting and diagnostic skills, with an ability to assess non-routine problems and implement solutions within own expertise	A, I
• Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research	I
• Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role	I
• Able to demonstrate experience in the further technical specialisms detailed in this job description	A, I
Desirable	Assessed via
• Experience of working within, and knowledge of, the Higher Education (or related) sector	A
• Experience providing training to others	A
• Professional registration or willingness to work towards for example, RSciTech, EngTech, ICTTech	A
* A - Application; I - Interview; T - Test/presentation at interview stage	