

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 7

Contract:

Ongoing

Full/Part time

Location:

Canterbury campus

Responsible to:

IT and Technical Services Manager

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 Technical Manager oversees the timely and effective specialised research and teaching support to students, academic and research staff at all levels and visitors to the Division within a subject area. Overseeing all technical staff within the subject area, The Technical Manager will plan, oversee and review the work of the team, ensuring excellence customer experience and the support of research excellence.

Supporting the IT and Technical Services Manager, the Technical Manager will contribute to the continuous development and improvement of the technical support provision in the subject area, effectively manage technical budgets and provide support in the development of the wider divisional strategic plans.

The Technical Manager will have management oversight of the efficient and effective operation of specialist facilities and resources within the subject area.

The Technical Manager will also demonstrate an in-depth technical knowledge in a given specialist area gained from extensive experience and training, working with complex technical equipment and processes.

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. Manage technical teams across a broad subject area, planning and overseeing the allocation of work to both technicians, specialists and supervisors. Ensuring that tasks are completed to a high standard and within agreed timeframes & that changes are implemented effectively. Act as a internal and external technical consultant in subject area
2. Manage the technical staff on an operational level to ensure that they are able to deliver a professional and responsive service to customers. Take instruction from senior staff but work mostly independently.
3. Liaise with staff at senior levels and external service providers to ensure that complex technical requirements are understood in a way non-specialists can understand. Communicate with outside the Divisions, including other Universities and organisations.
4. Oversee the diagnosis of faults, maintenance and repair of equipment and systems used by technical services
5. Collaborate and work with relevant senior management and academics in all matters relating to the deliver of technical services in the subject area. Ensure work of others is carried out and performed to the required standard.
6. Manage the space occupied by the specialism ensuring it is deployed to maximum effect
7. Understand, write, promote and apply COSHH/risk assessments and departmental health and safety protocols to the technical services, and ensure that users of the technical services are given appropriate safety training and advice, including taking on specific safety responsibilities where required. Ensure that legislative and regulatory safety testing of the technical equipment is carried out and documentation is completed
8. Oversee the correct administration processes and procedures of the wider team
9. To apply experience and up to date knowledge for the tendering, management and purchasing of complex technical equipment and associated service contracts. To oversee supplies and equipment, ensuring optimum stock levels within budget accountabilities
10. Manage operational budgets, monitor resource allocation to ensure maximum efficiency is achieved. Ensure budgets operate effectively within budget constraints, maintain appropriate financial records. Contribute data to influence budget setting
11. Present technical information from the team at meetings and take part in discussions to inform on technical provision.
12. Design, develop and deliver inductions, training & demonstrations of a broad range of activities (not limited to techniques & equipment) ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders
13. Lead change management initiatives at a local level in collaboration with more senior staff
14. Manage a technical team, coordinate and plan workloads of the team to meet the demands of the technical service. Undertake activities such as recruitment, inductions, training and development.
15. Oversee the smooth running of technical service projects in line with divisional expectations.
16. Provide operational oversight of a technical team. Provide support to the IT and Technical Services Manager to deliver a Technical Services Strategy
17. Undertake technician led teaching. Support staff undertaking teaching and teaching assistance
18. To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies
Maintain up-to-date knowledge of the fields; investigate and propose additions and improvements to services; help keep the technical services up-to-date with best working practices

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. Manage all technicians within a given subject area ensuring work is always undertaken in a professional way to deliver excellent customer experience.
2. Effectively balance the technical staffing and resources within a subject area ensuring the appropriate distribution of support for teaching, research, innovation, and civic activities.
3. Maintain hands on, proactive support to customers, using specialist knowledge, skills and experience. Provide support to more junior colleagues.
4. Establish and maintain health and safety across the subject area. Review activities and procedures to ensure legislative and regulative compliance, making changes as needed and in line with wider practices.
5. Provide excellent communication, passing specialist knowledge and skills to large groups. Manage subject level teaching activities, where necessary provide practical technician led teaching.

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 evidence and examples 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 |
|--|--------------|
| <ul style="list-style-type: none"> University degree, Higher National Diploma or equivalent qualification or experience | A |
| <ul style="list-style-type: none"> Extensive experience in a related technical role | A, I |
| <ul style="list-style-type: none"> Experience of managing a team providing technical services | A, I |
| <ul style="list-style-type: none"> Experience managing specialist technical facilities | A, I |
| <ul style="list-style-type: none"> Experience overseeing the operation of complex technical equipment | A, I |
| <ul style="list-style-type: none"> Excellent working knowledge and experience of implementing safety regulations, legislation, and procedures. For example, Risk Assessment, COSHH | A, I |
| <ul style="list-style-type: none"> Experience managing budgets | A, I |
| <ul style="list-style-type: none"> Experience in supporting the procurement of high value, technical equipment. Providing complex equipment and technology advice to others. | A, I |
| <ul style="list-style-type: none"> Excellent troubleshooting, advanced problem solving and diagnostic skills, with an ability to assess highly technical problems and implement solutions within own expertise | A, I |
| <ul style="list-style-type: none"> Experience managing multi-disciplinary projects, working within defined timescales and financial limits within technical services | A, I |
| <ul style="list-style-type: none"> Good interpersonal skills and the ability to communicate, negotiate and influence staff, students and external stakeholders | I, T |
| <ul style="list-style-type: none"> Excellent 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 |
| <ul style="list-style-type: none"> Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research | I |
| <ul style="list-style-type: none"> Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role | I |
| <ul style="list-style-type: none"> Demonstrate extensive experience in the further technical specialisms detailed in this role. | A, I |
| Desirable | Assessed via |
| <ul style="list-style-type: none"> Experience of working within, and knowledge of, the Higher Education (or related) sector | A |
| <ul style="list-style-type: none"> Professional registration or willingness to work towards for example, RSciTech, EngTech, ICTTech | A |

* A - Application; I - Interview; T - Test/presentation at interview stage