OUR REWARD PRACTICES/
JOB DESCRIPTION:
Research Support Technician

Date created:	04/11/2019
Date updated:	Date updated

Generic role title:	Research Technician
Job family:	Technical
Reference number:	STM-102-19
Grade:	Grade 6
Salary Scale:	£28,311 - £32,817 *per annum*
Contract:	Ongoing Full time
School/Department:	School of Physical Sciences
Location:	University of Kent, Canterbury campus
Line manager:	Technical Services Manager or their nominee
Immediate line reports:	N/A

Job purpose

Provide essential support to Staff and Students within the School of Physical Sciences, to set up, install and maintain PCs/server hardware and software.

The post holder is responsible for playing a key role in developing new applications and procedures to support the delivery of world-class teaching and research in highly technical disciplines.

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

		Frequency

1.	Support staff and students at all levels within SPS and guide them in the use of the university's IT systems	Daily

Example duties:

1.1	Respond proactively to user enquiries, resolving problems independently and referring more complex issues as appropriate
1.2	Provide training for all levels of staff in the use of IT equipment, and specialist Apps
1.3	Provide excellent customer service, appropriately conversing with colleagues with various levels of proficiency
1.4	Take responsibility for setting up equipment and provide technical assistance for SPS systems.

		Frequency
2.	Install, maintain and support equipment in teaching spaces, research laboratories, staff and postgraduate offices, to ensure that resources are available to meet customer needs	Daily

Example duties:

2.1	Manage the mobile devices that facilitate the electronic marking of classwork, install, configure, new computer hardware
2.2	Install, configure, maintain and upgrade the specialist software applications as required by Schools academic staff
2.3	Manage the suites of computers in the SPS teaching laboratories, ensuring they can run the diverse range of software that is required for the different streams being taught with the School of Physical Sciences
2.4	Advising academics on suitable equipment for their needs, procuring quotes as appropriate, Ordering of computer equipment, tracking of maintenance and warrantees of SPS equipment

		Frequency
3.	Provide technical expertise and IT Solutions to support the research activities within the School to support high quality outcomes	Weekly

Example duties:

3.1	Providing specialist IT support for the research activities of the School including the Beacon Observatory, and various instrumentation systems used by the research groups.
3.2	Assist in the planning and development of services to facilitate the research activities within the School

		Frequency
4.	Play a key role in developing applications and procedures for use by SPS staff and students to streamline administration and improve efficiency.	Weekly

Example duties:

4.1	Continuous Development of new Applications to help the school streamline procedures, improve efficiency and, to provide more accountability
4.2	Manage maintain, upgrade and document new systems and procedures
4.3	Development of procedure enabling budget holders to keep control of the their expenditure
4.4	Development of new exam preparation procedure to provide a tracking system for updates

		Frequency
5.	Develop, maintain and review the SPS website to ensure content is consistent and an efficient marketing tool advertising the schools qualities to the wider world	Weekly

Example duties:

5.1	Devise and implement a schedule for web content maintenance
5.2	Consult with SPS User Experience and Marketing teams to ensure written content meets objectives and is delivered to a high standard
5.3	Liaise with central web development team to ensure that the new SPS website meets with the university and the schools requirements
5.4	Develop content on Moodle to replace Intranet content no longer available on the external facing webpages

		Frequency
6.	Work co-operatively and collaboratively with colleagues from SPS and the wider university	Daily

Example duties:

6.1	Work as part of the Technical Services Team dealing with deliveries in the school, liaising with delivery drivers, unpacking chemicals and equipment

		Frequency
6.2	Maintain and update the SPS Asset Register ensuring all new items of a certain value are added, ensuring critical information on chemicals received in the school is recorded in the schools chemical database	
6.3	Assisting colleagues in the SPS teaching laboratories if required, assessing future IT requirements to assist in teaching, as well as assisting in the day to day running of the teaching laboratories if required	
7.	Undertake occasional projects and other duties to support the work of school	Monthly

Example duties:

7.1	Represent the school on specialist university committees such as IT User Panel (ITUP)
7.2	Assist the SPS finance office if needed by placing orders on Agresso and contacting suppliers
7.3	Set up video conferencing systems in SPS meeting rooms to facilitate conference calls with our SEPnet partners, web seminars and interviews, assist external speakers and visitors to the school when giving talks and presentations.
7.4	Carry out DSE assessments for staff and students

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/ communicates with on a regular basis, and for what purpose.

Internal: Daily contact with staff at all levels, day to day contact with postgraduate and undergraduate students within the school, regular meetings with staff from central IT and web development, liaising with estates staff on work to be carried out within the schools buildings

External: External relationships will include contact with a range of academic and administrative staff from HEIs including academic visitors giving talks and seminars and external examiners, staff from other members of the SEPNet consortium. Occasional meetings with service engineers

Health, safety & wellbeing considerations

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

- Repetitive limb movements
- Regular use of Screen Display Equipment
- Working with radiation

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.

Qualifications / training	Essential	Desirable	Assessed via*
Educated to HND level or above in a Computing/ IT related subject	✔		A
Good A Level in Maths		✔	**A**
Good A Level in Physics		✔	**A**
Good A Level in English		✔	**A**

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Good IT skills, particularly Microsoft Office packages	✔		A, I
Excellent oral and written communication skills, giving the post-holder the ability to deal confidently with a range of people at all levels.	✔		A, I
Experience of using spreadsheets and/or databases to manage data and information	✔		A, I
Well organised with attention to detail, even under pressure,	✔		A, I
Technical skills required to edit websites and blogs, in particular familiarity Wordpress platforms	✔		A, I
Good interpersonal skills and ability to communicate technical information.	✔		A, I

Additional attributes	Essential	Desirable	Assessed via*
Ability to work effectively while coping with frequent interruptions	✔		A, I, T
Organised and able to work to deadlines.	✔		A, I, T
Keen to learn new technical skills with regard to operation and use of scientific labware and instrumentation.	✔		A, I

*Criterion to be assessed via:

  A = application form or CV/cover letter

  I = interview questions

  T = test or presentation at interview