

Job Description

Associate Technician (NatSci) Forensic Science and Chemistry

Salary:	Grade 3
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Technical Manager (Chemistry/Forensics)
Job family:	Technical

Job purpose

Working as part of a technical support team the Associate Technician will help provide a technical support service for staff and students within the School. The Associate Technician will support the delivery of facilities maintenance and timely and effective teaching and research support to students, academic and research staff and visitors to the School.

The Associate Technician will work primarily under supervision and through training will solve simple technical problems.

Key accountabilities

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

- Carry out routine day to day tasks to established guidelines, to achieve team objectives. Under supervision, or independently through training, provide technical support to school customers solving simple technical problems. Refer unusual or non-routine to more senior staff.
- Seek advice and direction of more senior staff, to achieve outcomes in standard situations.
- Communicate with appropriate staff, escalating problems or difficulties to a supervisor. Respond to external contacts for routine queries.
- Operate basic equipment, carrying out straightforward maintenance.
- Apply knowledge to solve routine problems and use initiative.
- Assist colleagues and students, in the work area with the preparation of equipment and supply of consumables for scheduled activities.
- Maintain a clean and safe working environment including the correct disposal of waste. Transport good and equipment.
- Understand, promote and apply relevant health and safety procedures ensuring they are followed at all times.
- Maintain accurate records of work undertaken, imputing data, fault logging and maintenance of straightforward databases using appropriate IT systems and software.
- Assist with general administrative tasks associated with the operation of the work area.
- Assist with purchasing including ordering and distributing goods. Undertake a range of tasks to ensure adequate loan and return of resources.
- Replenish basic stocks of consumables following routine stock control procedures. Ensure the effective and efficient use of resources.
- Work effectively with others and assist with induction of students and staff to the work area.
- To contribute and support change in work area to continually deliver an excellent student and staff experience.

- Assist in the day-to-day operation of the practical teaching and research spaces including, computer suites, laboratories and production environments.
- Work with colleagues to assist with the day-to-day oversight of Estates-related queries and projects to ensure the timely completion of work requests.
- 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.

- Apply technical knowledge and understanding to be able to respond to a wide range of diverse enquires and recognise when it is appropriate to refer to other members of the technical team or other on-campus service departments for specialist advice and assistance.
- Works primarily under supervision, but through training has the ability to solve simple tasks and problems independently.
- Managing multiple requests for information and technical assistance or dealing with several customers politely and professionally and work across the team.
- Communicating in a timely and effective manner to ensure the professional delivery of technical support to a broad range of staff, students and visitors, 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. Schools within the University of Kent are 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 School and professional services areas; students.

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

Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment
- Working with chemicals (inc. work with CO₂ or N₂ gasses)
- Working with air weapons
- Working with live weapons
- Biological Agents/Scientific Hazards (experiments/lasers etc, and waste/sewage)
- Physical/manual work/Manual handling
- Exposure to animals
- Prolonged weather hazard exposure – wind/rain/snow/pollen/UV & sun

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:

- Practical experience ideally in scientific laboratory or similar environment.
- Willingness to learn to operate scientific equipment
- General knowledge of good laboratory practice and health and safety procedures

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.

Essential Criteria:

- Standard GCSE's or NVQ Level 1, or equivalent qualification or experience (A)
- Experience of working in a similar support/administrative role (A,I)
- Prepare accurate, clear, and concise documentation (A,I)
- Good interpersonal skills with the ability to liaise confidently with students and staff (I)
- Good IT general experience and skills (I)
- Ability to deal flexibly with a wide range of technically demanding situations (I)
- Ability to work under own initiative but also collaboratively within teams (I)
- Ability to manage own time, use initiative and work to deadlines (I)
- Knowledge of basic safety regulations & procedures (A,I)
- Organised with the ability to prioritise a wide range of workload with competing priorities (I)
- Can demonstrate technical specialisms, as detailed in this job description (A,I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Proven ability to adopt an active approach to problem solving whilst assessing outcomes of own work and constantly reviewing processes to improve them. (I)
- Experience of working within, and knowledge of, the Higher Education (or related) sector (A)
- Professional registration or willingness to work towards for example, RSciTech, EngTech, ICTTech. (A)

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