

## Job Description

### Senior Technical Specialist

<b>Salary:</b>	Grade 7
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Technical Manager
<b>Responsible for:</b>	Technician, Associate Technician (Apprentice)
<b>Job family:</b>	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 Senior Technical Specialist 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.

A Senior Technical Specialist will be a recognised expert in the subject area and possess extensive and highly refined technical skills, gained through significant experience and theoretical understanding. The Senior Technical Specialist will act as an internal and external consultant, advising on the development and application of specialist techniques and procedures as well as the analysis and interpretation of results. The role holder will advise and assist students and staff in all aspects of the subject area, providing guidance on future resource requirements to support the delivery of teaching, research and innovation.

Using in depth technical skills the role holder will take the lead in specialist support across the division, providing technical training and setting technical standards. A Senior Technical Specialist will take the lead in providing specialist facilities and/or equipment, ensuring effective, safe and efficient use of resources managing operational availability and service levels.

#### 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.

- Take the lead in a technical specialism using highly refined skills and knowledge to interpret and implement solutions. Plan and oversee specialist support activities acting as lead technical advisor in a given specialism. Act as an internal and external technical consultant in the specialist area.
- Be the most senior technical specialist in a given area, working independently. Use expert skills and knowledge to utilise specialist equipment, facilities and technology to deliver divisional activities.
- Liaise with specialist experts and external service providers to ensure that complex technical requirements are understood in a way non-specialists can understand. Communicate outside the Divisions, including other Universities and organisations.
- Be the lead specialist for complex, high value technical equipment. Maintain complete operational management including, availability, safety, security and service.
- Diagnose faults, maintenance and repair of equipment and systems of a specialist nature. Provide support to complex, high value, leading edge equipment.

- Collaborate and work with relevant senior management and academics in all matters relating to the specialism. Act as the lead technical specialist. Ensure work is carried out and performed to the required standard.
- Manage and administer the provision of the analytical suite, providing specialist expertise to academic staff and students.
- Manage the space occupied by the specialism ensuring it is deployed to maximum effect
- Understand, write, promote and apply COSHH/Risk Assessment and Departmental health and safety protocols for specialist equipment and facilities. Ensure that users of the equipment are given appropriate safety training and advice; including taking on specific safety roles where required. Ensure that legislative and regulatory safety testing of the specialist equipment is carried out and documentation is completed.
- Use appropriate computational methods to analyse data to agreed timeframes; providing appropriate interpretation.
- Lead the review and implementation of specialist procedures to maximise the efficient running of the work area.
- 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.
- Manage 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.
- Present work at meetings, conferences etc. lead discussions on advancement in specialism with staff and external stakeholders.
- Design, develop and deliver inductions, training and demonstrations of specialist techniques ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders.
- Review specialist areas and recommend changes to improve efficiency and quality.
- Provide in class support to teaching activities. Undertake technician led teaching.
- To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies.
- Maintain up-to-date knowledge of the field; investigate and propose additions and improvements to services; help keep facilities up-to-date with best working practices and new operational protocols.

## 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.

- The role holder will provide expert technical advice and guidance in the specialist subject area, acting as lead expert and contact. Equitably supporting both teaching and research activities to deliver the very best customer experience and research impact.
- The role holder will demonstrate expert knowledge in the use of equipment and facilities relating to the specialist area ensuring that they are operating within agreed service levels.
- Using the extensive experience and knowledge in the specialist area the role holder will support teaching, demonstrating and coaching activities, sometimes independently taking technical led sessions and developing supporting material.
- Work collaboratively with senior academic staff to deliver specialist technical support to UK and world leading research. Act as a specialist technical consultant to colleagues and external stakeholders as and when required.

## 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

## 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 machinery (please specify any vibration hazards)
- Working with chemicals (inc. requirement to wear latex gloves and inc. work with CO<sub>2</sub> or N<sub>2</sub> gasses)
- Biological Agents/Scientific Hazards (experiments/lasers etc, and waste/sewage)

## Further Technical Specialisms

Technical Services roles have common accountabilities across role types. The following provides an overview of any additional technical specialisms involved in managing the Biomolecular and Chemical analytical facilities in the Division of Natural Sciences and are specific or unique to this role. A solid background in High Resolution Mass spectrometry and High Performance Liquid Chromatography instrumentation is a core requirement to this position.

- Extensive experience of routine analysis, method development, maintenance and troubleshooting of analytical equipment. Relevant experience can be but is not limited to:
  - Liquid Chromatography-Mass Spectrometry (LC-MS)
  - Maldi-TOF
  - Synapt TOF
  - Gas Chromatography-Mass Spectrometry (GC-MS)
  - High Performance Liquid Chromatography (HPLC)
  - Gas Chromatography (GC)
  - Desirable Experience of other analytical equipment, such as:
    - Microwave Plasma Atomic Emission Spectroscopy (MP-AES)
    - Ion Mobility Spectrometry (IMS)
    - Ion Chromatography (IC)
    - Infrared Spectroscopy (FTIR)
    - Raman Spectroscopy
  - Further develop the analytical service to create opportunities to trade analytical services to internal and external partners, research organisations and companies.
  - Engage with other divisional activities such as outreach and marketing events.

## 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:**

- University degree, Higher National Diploma or equivalent in a relevant subject (A)
- Extensive experience in a related technical role (A, I)
- Excellent verbal and written communication skills, including clear and effective facilitation and presentation skills and the ability to produce clear and concise written materials (I)
- Experience managing specialist technical facilities (A, I)
- Experience managing the operation of complex technical equipment (A, I)
- Excellent working knowledge and experience of implementing safety regulations, legislation, and procedures, for example, Risk Assessment, COSHH (A, I)
- Experience managing budgets (A, I)
- Experience in leading the procurement of high value, technical equipment and providing complex equipment and technology advice to others (A, I)
- Expert troubleshooting, advanced problem solving and diagnostic skills, with an ability to assess highly technical problems and implement solutions within own expertise (I)
- Experience managing multi-disciplinary projects, working within defined timescales and financial limits within technical services (A,I)
- Good interpersonal skills and the ability to communicate, negotiate and influence staff, students and external stakeholders (I)
- Demonstrate extensive experience in the further technical specialisms detailed in this role (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)

**Desirable Criteria:**

- 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*