Job Description

Associate Technician (Technical Supplies)

Salary: Grade 3
Contract: Full time, Ongoing
Location: Canterbury Campus
Responsible to: Senior Technical Services Manager
Job family: Administrative, professional and managerial

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 Division. With a focus on maintaining customer service the role holder will support the delivery of timely and effective teaching and research support to students, academic and research staff and visitors to the Division. The role holder will work to deliver excellent customer service, including good inwards and outwards, equipment bookings and collections, maintaining and populating asset management registers and ensuring health and safety requirements on all goods have been completed (i.e. COSHH). The role holder will continuously look to improve systems through monitoring and end user interaction. 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 provide technical support to divisional customers solving simple technical problems. Refer unusual or non-routine to more senior staff. Seeking 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
- Oversee the division good inwards , recording and documenting deliveries
- Maintain and update divisional booking and asset management systems. Additionally, maintain and update division COSHH and Pat testing records
- 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 Divisions practical teaching and research spaces including, computer suites, laboratories and production environments
- Work with other divisional 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 oncampus service departments for specialist advice and assistance
- Works primarily under supervision and through training has ability to solve simple problems
- 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 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.

Internal & external relationships

Internal: Staff at all levels within Engineering (academic and professional services), across the University; 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 at heights
- Manual handling (Lifting and moving equipment, parcels etc

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:

- A passion for customer service
   o This role will include front line interaction with staff and students, maximising the effective

use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems software.
- Experience of basic IT hardware and software configurations
- Develop and build knowledge of all University conditions of service, contractual entitlements and processes, both historical and current, in order to advise and guide employees and managers in resolving routine queries.

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 GCSEs, or NVQ Level 1, or equivalent qualification or experience (A)
- Experience of preparing 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 (A,I)
- Ability to deal flexibly with a wide range of technically demanding situations (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)
- 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:

- Proven ability to adopt an active approach to problem solving whilst assessing outcomes of own work and constantly reviewing processes to improve them (I)

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