

Job Description

Technician (Electronics)

Salary:	Grade 5
Contract:	Full time, ongoing
Location:	Canterbury
Responsible to:	Technical Manager (electronics)
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 Technician 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. Reflecting a higher ability and skill level, a Technician works autonomously and solves complex problems. A Technician will have a good understanding of Health and Safety protocols and procedures and will ensure a safe working environment is maintained at all times. A Technician will support the effective and efficient operation of general facilities and resources having day to day oversight of both 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.

- Work on own initiative and with minimal supervision. Use a well-developed working technical knowledge to help solve problems independently, maintaining the working environment and raising any complex issues with more senior staff
- Plan and perform activities independently using a range of techniques, sometimes working from a limited brief
- Liaise with staff, students and visitors, as well as dealing with routine external service providers to ensure facilities and equipment are kept operational. Work collaboratively with other members of the team.
- Operate technical equipment, assisting staff and students. Undertake routine maintenance tasks, fault finding and basic repairs.
- Work effectively as a team and independently, providing technical advice in relation to the work area activities, equipment and the techniques used, to staff and students, as required
- Pro-actively update and improve processes, contribute to and support change in the work area. Set up work environments and carry out relevant tests and experiments.
- Understand, promote and apply relevant COSHH/risk assessments and departmental health and safety protocols ensuring procedures are followed at all times. Supervise staff and students to ensure their safety.
- Maintain accurate records of work undertaken, including reports, use of databases and using appropriate (bespoke) software. Write documentation and user guides where appropriate
- Contribute to the development of protocols, standard operating procedures and maintenance schedules for the work area
- Assist with purchasing including ordering and distributing goods. Have an awareness of costings and

availability. Use knowledge and experience to provide recommendations and quotations to staff and students, adhering to any grant conditions.

- Monitor resource usage and maintaining supplies of key items. Ensure the effective and efficient use of resources, maintaining relevant timetable and booking processes
- Interpretate data and communicate findings. If required, make presentations of own work activities to others in the team
- Provide inductions, training and demonstrations of specialist techniques ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders.
- To contribute and support change in work area to continually deliver an excellent student and staff experience.
- Provide in class support and demonstration to student facing teaching activities. Support technical colleagues undertaking technician led teaching
- 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.

- Role holder uses both theoretical knowledge and practical experience to provide advice and support in a technical or specialised field.
- Work within established procedures and practices, analyse and use their judgement to identify the best solution to a range of different problems and issues. Support to develop junior colleagues within the team.
- Independently prioritising conflicting demands from the Division's students and staff, dealing with customers politely and professionally whilst maintaining good customer service at all times.
- Trouble shooting faults in all areas. Issues can occasionally affect large groups of users at the same time, being able to methodically problem solve in a high-pressure environment as part of the team is vital to a successful outcome.
- 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

Technical Services provide specialist support to all areas of the University including teaching, research, innovation and civic activities. The school of engineering, where this role is predominately based is supported by an embedded technical team who provide specialist subject support, facility operation and resource management.

The school of engineering supports five undergraduate programs with the most recent first year cohort in excess of 150 students. The technical team within the school is approx. twelve members of staff and comprises two sub teams of electronics and mechanical engineering.

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 may include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Noisy working environment (above 80d)
- Working with machinery (please specify any vibration hazards)
- Working with chemicals (inc. requirement to wear latex gloves)
- Potential exposure to asbestos or other dusts
- Scientific Hazards (experiments/lasers etc.,)
- Working in confined spaces
- Working at heights
- Prolonged physical/manual work/Manual handling (inc. human beings)
- Working in isolation
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends (open days/ applicant days)
- Working in a hot environment with electrostatic charges

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:

- Educated to A level or equivalent (A, I)
- Proven experience of working in a Technical support role (A, I)
- Relevant theoretical knowledge in a related work area (A, I)
- Experience using complex technical equipment (A, I)
- Excellent working knowledge of safety regulations and procedures. For example, risk assessment, COSHH (A, I)
- Experience in supporting the procurement of technical equipment. Providing complex equipment and technology advice to students and colleagues (A, I)
- Good 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)
- Good interpersonal skills with the ability to liaise independently with students and staff at all levels and build and maintain good working relationships with staff in many different departments. (I)
- Excellent numeracy skills, accuracy and attention to detail (A, I)
- Organised with the ability to prioritise a wide range of workload with competing priorities (A, I)
- Ability to work under own initiative but also collaboratively within teams (I)
- Excellent troubleshooting and diagnostic skills, with an ability to assess non-routine problems and implement solutions within own expertise (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, I)
- Experience providing training to others (A, I)
- Professional registration or willingness to work towards for example, RSciTech, EngTech, ICTTech (A, I)

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