Job Description
Assistant Technician (Facilities)

Salary: Grade 4
Contract: Full time, ongoing
Location: Canterbury Campus
Responsible to: Senior Technical Services Manager (Facilities)
Job family: Administrative, professional and managerial

Job purpose

Working as part of a technical services team the Assistant Technician will help provide a technical support service for staff and students across all Schools. 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 School. The role holder will work to deliver excellent customer service and will be the initial point of contact for enquiries. The role holder will be required to work cohesively as part of a busy team to deliver a professional customer-focused service at all times. The Technical Assistants work alongside Specialist Technicians to provide cover between 8am – 5pm, Monday to Friday. The role holder will take ownership of enquiries and will prioritise requests in a transparent and open manner, following up requests with more senior members of staff and ensuring customers are kept informed of progress. The Assistant Technician will work primarily under supervision and through training, will solve simple technical problems and will continuously look to improve systems through monitoring and end user interaction.

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.

- Act as the first point of call for all Schools technical and facilities related enquiries. Delivering excellent customer service and taking ownership of enquiries and ensuring the customer is kept informed of progress.
- Under supervision provide technical support to customers to solve simple technical problems. Refer unusual or non-routine to more senior staff and provide assistance to senior staff who are supporting more complex equipment.
- Assist in the Science Supplies stores with the purchasing, ordering and distribution of goods. Work with finance to reconcile invoices and discrepancies.
- Deal with courier requests for shipping goods containing chemicals, in and outside of the UK. Ensure packages are shipped safely and the most appropriate and cost effective services are used.
- Use the CAFM (Computer-aided Facilities Management) System Invida, to report defects to Estates. Communicate with appropriate staff and escalate problems or difficulties to a supervisor.
- Liaise with Engineers and external contractors. Ensure contractors follow the Universities signing in procedure and that they are appropriately supervised in hazardous spaces.
- Handle the Technical Facilities email account, utilising Topdesk to monitor email traffic and provide statistical analysis on the quantity of emails, email types and response times.
- Use the Universities security management system, SALTO, to manage access to sensitive spaces. Generate access and room usage reports as requested.
- Ensure all new staff are signposted to the Universities Health & Safety Sharepoint site and that they complete new starter induction forms.

- Assist technical teams in all Schools with the setup of equipment and consumables required for scheduled activities and events as required.
- Produce and analyse equipment booking reports using the asset management platform SISO. Maintain accurate asset information such as room locations and disposal dates.
- Understand, promote and apply relevant risk assessments and departmental health and safety protocols to ensure procedures are followed at all times.
- Circulate service improvement notices to raise awareness and provide advance notification to customers.
- Assist with induction and training of new Assistant Technicians as required. Produce, review and update user manuals for software applications.
- Contribute and support change to continually deliver an excellent student and staff experience.
- 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.

- The role holder will be part of a small team, working in a busy and challenging environment. This includes responding to, and taking ownership of all enquiries, ensuring that the whole team are made aware of key information and updates.
- Apply technical knowledge and understanding in order to respond to a wide range of diverse enquiries. 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
- To organise their time effectively, prioritising their workload to ensure that customers queries are dealt with in a timely manner.
- The daily use of the CAFM, SISO and SALTO systems and databases, creating and distributing reports and analysing data for senior management.

Facts & figures

The Technical Facilities team was put together in February 2025, and its aim is to provide harmonised health and safety, technical and facilities related support to all schools. The team work across multiple disciplines and provide a single point of contact for a multitude of technical and facilities related enquires including but not limited to;

Internal & external relationships

Internal: Students, academics and professional services staff within the Schools; as well as staff in other professional services departments.

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

Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Manual handling

Some limited exposure to the following is also likely to apply:

- Noisy working environment (above 80d)
- Working with machinery
- Working with chemicals
- Potential exposure to asbestos or other dusts
- Biological Agents/Scientific Hazards (experiments/lasers etc, and waste/sewage)
- Contact with Human fluids (blood, saliva etc)

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 GCSEs (A-C), including passes in Maths and English or NVQ level 2. Alternatively learning gained through relevant work experience. (A, I)
- Proven experience of working in a professional customer services environment (A, I)
- Familiarity with video call software such as Google Meet, Zoom and Teams. (A, I)
- Good IT skills and experience in particular use of Outlook, Excel and Word. (A, T)
- Good verbal and written communication skills, including the ability to produce clear and concise written materials. (I, T)
- Good interpersonal skills with the ability to liaise confidently with students and staff at all levels. (A, I)
- Ability to deal flexibly with a wide range of technically demanding situations. (I, T)
- Knowledge of basic safety regulations and procedures. For example risk assessments and COSHH (A, I)
- Ability to work under own initiative but also collaboratively as part of a team. (A, I)
- Organised with the ability to prioritise a wide range of workload with competing priorities. (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:

- NVQ or equivalent in Customer Services (A, I)
- Proven ability to adopt an active approach to problem solving whilst assessing outcomes of own work and constantly reviewing processes to improve them. (A, I)
- Experience of using largescale, complex electronic databases, including interrogation of data and reporting on results. (A, I)
- Professional registration or willingness to work towards for example, RSciTech, EngTech, ICTTech (A, I)
- Experience of working in a Technical or Facilities environment (A, I)
- Experience of working within, and knowledge of, the Higher Education (or related) sector (A, I)

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