

Workshop Technician – Learning and Information Services – Grade E

Job Description

Purpose

To provide technical support for students and colleagues in workshop facilities.

Duties

1. To provide technical support for one or more workshop facilities, ensuring effective and efficient use of resources in designated areas.
2. To prepare, set out, clear away, and clean equipment and workshop resources for use by students and colleagues.
3. To provide help, support, guidance and advice, for example through demonstrations or inductions to colleagues and/or students in a group of individually, on the use of equipment and the skills, techniques and procedures associated with the practical use of workshop facilities.
4. To be responsible for fault reporting, maintenance and development of equipment and facilities, including daily checks, ensuring they are maintained in a safe, clean, secure and tidy condition.
5. To supervise individual or groups of students in workshop and practical sessions as required.
6. To deputise for the Senior Technician as required.
7. To support the Senior and Principal Technician in liaison with academic and service staff to monitor and develop the service in line with academic requirements and University objectives.
8. To support and undertake installations, maintenance and re/configuration of equipment and/or relevant software, including the introduction of new technologies, procedures and practices.
9. To coordinate stock checks and inventory management activities in line with University procedures including administrative tasks relating to the procurement and disposal of inventory assets.
10. To ensure appropriate records and logs are kept, by implementing Health, Safety and waste disposal procedures according to University guidelines. To advise the relevant line manager or named responsible individual of any risks to or breaches of these procedures.
11. To assist with and carry out Health and Safety risk assessments for designated facilities as required.

12. To assist colleagues and students undertaking research, exhibitions and Knowledge Transfer/income generating activities.
13. To work on specific technical projects as the business requires.
14. To demonstrate and provide a consistently high level of customer service to colleagues and students.
15. To demonstrate flexibility and commitment to the University and LIS mission statements, policies and development plans.
16. Colleagues may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
17. To carry out other such duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of working in a customer facing technical support role, supporting relevant workshop environments including the practical use of workshop equipment (Application/Interview).
- Qualifications in a relevant subject area (ONC, HNC, BSc) or equivalent experiential learning in a related discipline (Application).
- Competence in the use and support of relevant equipment and facilities associated with workshops (Application/Interview).
- Good customer service and communication skills, both written and verbal, together with the ability to liaise effectively with customers and colleagues (Application/Interview).
- Ability to work with initiative and independently and to participate and work effectively as a member of a diverse team (Application/Interview).
- Understanding of Health and Safety procedures with respect to the work environment and ability to work safely at all times (Application/Interview).
- Demonstrate IT literacy and knowledge/experience of relevant software and support (Application/Interview).
- Ability to plan, prioritise and organise own workload (Application/Interview).
- Ability to provide manual handling to varying weights and sizes (Application/Interview).

- Awareness and understanding of confidentiality (Application/Interview).
- Attention to detail and concern for quality work of team and self (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of supervising and training colleagues (Application/Interview).
- Experience of working in a Further or Higher Education environment (Application/Interview).
- Experience of carrying out risk assessments and other relevant Health and Safety processes and policies (Application/Interview).
- Professional registration with a recognised related organisation and relevant Health and Safety qualifications (Application).
- Ability to adapt to changing work environment and new technologies (Application/Interview).