

## **Technical Officer - Creative Industries – Learning and Information Services – Grade G**

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### **Job Description**

#### **Purpose**

To manage and coordinate the provision of technical support for students and staff.

#### **Duties**

1. To provide leadership and management to a team or teams of technical staff and the associated technical support functions, representing the service to senior colleagues in Schools and Services.
2. To manage and coordinate the resolution of complex and non-routine issues and support queries in all areas of technical support, ensuring appropriate closure and route cause analysis is carried out where necessary.
3. To manage and coordinate the prioritisation of team and individual workloads, adapting to the needs of customers and the business, and ensuring all issues assigned both within and outside the team are updated and resolved within agreed service levels.
4. To build relationships and liaise effectively between different teams to positively influence and gain consensus on appropriate solutions.
5. To develop and compile management information reports and coordinate governance tasks and audit activities as required
6. To contribute to the development of the technical service provision to staff and students at the University, through liaison with senior academic, research, and management staff
7. To oversee and coordinate the support of income generating, commercial, and knowledge transfer activities related to designated facilities or resources.
8. To coordinate sign off and acceptance of new or adapted service offerings, to lead on, contribute to, and implement service improvement initiatives.
9. To manage specific University projects as the business requires.
10. To demonstrate and provide a consistently high level of customer service to staff and students.
11. To demonstrate flexibility and commitment to the University and LIS mission statements, policies and development plans.
12. Staff 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.

13. 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 effective team leadership and staff supervision including staff development and performance management processes, along with effective coaching and mentoring skills (Application/Interview).
- Experience in providing technical support and in-depth expertise in technologies related to Broadcast Engineering (TV or Radio), Audio Recording, Media and Performing Arts (Application/Interview).
- Significant experience in a customer facing, technical support role (Application/Interview).
- Practical experience in the instruction, demonstration, and use of professional technical equipment (Application/Interview).
- Experience of equipment specification, procurement, and asset management processes (Application/Interview).
- Experience of project management and delivery (Application/Interview).
- Experience of carrying out risk assessments and other relevant Health & Safety processes and policies (Application/Interview).
- Undergraduate degree or equivalent experiential learning (Application).
- Extensive demonstrable IT literacy and knowledge/experience of relevant PC systems software and support (Application/Interview).
- Ability to analyse and effectively interpret management information and be able to produce professional reports for different target audiences (Application/Interview).
- Excellent communication skills both written and verbal (Application/Interview).
- Ability to plan, prioritise and organise own workload and that of others with conflicting demands and tight deadlines (Application/Interview).
- Ability to provide manual handling to varying weights and sizes (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 managing and coordinating helpdesk/support call management and logging software (Application/Interview).
- Experience of financial and budget management (Application/Interview).
- Qualifications in a project or IT service/project management related discipline, e.g. ITIL, PRINCE2, Six Sigma (Application).
- Specialist knowledge in particular software applications or hardware systems (Application/Interview).
- Knowledge of Apple Mac hardware, software and networking (Application/Interview).