JOB DESCRIPTION

Job Title: Senior IT Technician

Grade: SG7

Department: Faculty of Engineering & Science, FES Professional Services

Responsible to: Technical Manager

Responsible for: IT Technicians

Key Contacts:

Faculty IT Teams, ILS IT teams; key contacts from Faculties and Directorates; third party contractor and suppliers

Standard Occupational Classification (SoC Code): TBC

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

Among its wider responsibilities, the post holder leads and coordinates a technical sub-team, acts as a primary interface with Information and Library Services and external suppliers, and takes end-to-end ownership of defined technical services. It works primarily across Digital, Media & AV and Technical Operations & Engineering service areas - spanning IT infrastructure, specialist software, equipment lifecycle and technical facilities - while also supporting Teaching & Learning and Research & Innovation through the systems and services that underpin them within the Faculty of Engineering and Science.

PURPOSE OF ROLE

The role delivers and continually improves technical support within the Faculty of Engineering and Science, ensuring the effective provision, development, and sustainability of infrastructure. It leads on the specification, procurement, upgrade, and implementation of technical equipment, working closely with suppliers to meet evolving academic and research needs. Acting as an expert advisor, the postholder assesses user requirements to define standards, systems, and support approaches that enhance service quality and efficiency. In partnership with Faculty stakeholders and Information and Library Services (ILS), the role promotes strong engagement, clear communication, and alignment with Faculty priorities and University strategy, while supporting the achievement of strategic objectives through responsiveness to emerging technologies and changing user demands.

KEY ACCOUNTABILITIES

Team Specific:

- Lead and coordinate the audit, upgrade, refresh, and deployment of engineering and scientific equipment, ensuring alignment with Faculty and institutional priorities.
- Develop, implement, and review technical procedures and documentation, particularly where systems interface with IT infrastructure, ensuring consistency, compliance, and best practice.
- Maintain oversight of specialist equipment inventories, including lifecycle management of associated consumables and materials to ensure operational continuity.
- Acquire, maintain, package and deploy specialist department software in a variety of settings in coordination with ILS teams and external third parties.

- Ensure the delivery of high-quality, user-focused technical support services, enabling staff and students to effectively utilise Faculty facilities.
- Develop and maintain effective relationships with external organisations and suppliers to resolve issues, enhance service provision, and support ongoing operational requirements.
- Operate within and contribute to the development of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs), supporting continuous service improvement.
- Provide expert technical advice and operational guidance to internal teams and external partners, ensuring timely, effective, and high-quality service delivery.
- Oversee the resolution of service requests and incidents, ensuring accurate recording, prioritisation, and timely resolution in line with service standards.
- Produce and present performance and service reports to Technical Support Management, supporting informed decision-making and service development.

Generic:

- Maintain up-to-date specialist knowledge of engineering, scientific, and IT developments, applying this to enhance services, user experience, and technical capability.
- Build and sustain effective professional relationships across the University and with external organisations, supporting collaboration, service development, and knowledge exchange.
- Apply judgement and initiative to resolve complex and non-routine issues, developing appropriate solutions in dynamic and service-critical environments.
- Identify and prioritise service requirements in line with Faculty and University objectives, with a strong focus on enhancing the student and user experience.
- Act in the best interests of the University, contributing to its strategic goals, values, and reputation in all aspects of service delivery.

Managing Self:

- Promote a positive and high-performing team culture by recognising and supporting the contributions and successes of colleagues.
- Deliver a professional, calm, and user-focused service, building confidence and trust through clear communication and responsive support.
- Develop a rapport with department staff so as to develop an integral knowledge of their research and teaching needs alongside a cooperative relationship
- Maintain awareness of University strategies, priorities, and external pressures, aligning individual contributions to organisational objectives.
- Demonstrate high levels of self-motivation, adaptability, and resourcefulness in managing competing demands and evolving service requirements.
- Demonstrates a high level of self-motivation and professionalism, using time effectively and taking initiative to identify and undertake tasks independently when working without direct supervision.
- Take full ownership and accountability for actions, proactively resolving issues and ensuring outcomes are achieved.
- Contribute effectively as part of the wider Faculty Technical Support function, supporting collaboration and shared service goals.
- Manage workload effectively to meet service deadlines and project milestones within agreed timeframes.
- Proactively maintain and develop professional knowledge, ensuring awareness of best practice, emerging technologies, and sector developments.

Core Requirements:

- Adhere to the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety, Data Protection and Equality Legislation.
- Adhere to the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, reflecting the shared responsibility of minimising the University's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:
Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that FES Professional Services delivers the required level of service.

Freedom of speech and academic freedom:
In any matter falling under this job description, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the Freedom of Speech Code of Practice. In the event of any conflict between this job description and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

KEY PERFORMANCE INDICATORS:

- Successful delivery of equipment upgrades and renewals, measured by completion on time, within scope, and meeting agreed performance requirements.
- Reduction in legacy systems, evidenced by a year-on-year decrease in unsupported or outdated technologies and associated risks.
- Improved interoperability of systems and data, demonstrated through increased integration, reduced duplication, and enhanced accessibility for users.
- Enhanced equipment service levels, measured through increased availability/uptime, reduced downtime, and improved reliability.
- Continuous improvement in support methodologies, including the development of documentation and knowledge resources that reduce resolution times and improve user self-service capability.
- Alignment with University Strategic Plan and Mission, evidenced through delivery of services and initiatives that directly support institutional objectives and priorities.
- Sustained improvement in user satisfaction, measured through surveys, feedback, or service metrics, demonstrating a consistent upward trend.
- Continuous improvement of research and teaching delivery by implicating cutting edge approaches and improving workflow efficiencies.

KEY RELATIONSHIPS (Internal & External):

- Students and Academic Staff (all levels) – Deliver high-quality, user-focused technical support and guidance, both on campus and remotely, ensuring effective use of engineering and scientific facilities.
- Faculty Technical Support Teams – Collaborate closely to coordinate service delivery, share expertise, and drive consistency, innovation, and continuous improvement across technical services.
- Information and Library Services (ILS) – Specialist Teams (e.g. Networks, Systems) – Work in partnership to ensure integration, reliability, and performance of infrastructure, contributing to the resolution of complex technical issues and service development.

- External Vendors (Engineering and Scientific Equipment) – Develop and manage professional relationships to support procurement, installation, maintenance, and lifecycle management of specialist equipment.
- External Software Suppliers – Engage with providers to ensure effective implementation, integration, licensing compliance, and ongoing support of technical systems and applications.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Demonstrable experience working within a scientific or engineering environment, providing IT and technical support across complex systems and user requirements.
- Strong practical experience in the configuration, integration, and support of scientific and engineering instruments, including associated hardware, software, and network connectivity.
- Proven experience supporting legacy systems, including an understanding of older connection methods, protocols, and software environments.
- Experience leading or contributing to the upgrade, modernisation, and migration of legacy equipment and systems to current standards, ensuring continuity of service and improved performance.
- Broad and in-depth understanding of core IT services and infrastructure within a complex organisational environment, and how these underpin teaching, research, and operational activities.
- Experience of delivering technical projects, including planning, coordination, implementation, and evaluation, with an understanding of project management methodologies and best practice.

Desirable Criteria

- Experience working within the Higher Education sector in a service delivery or technical support capacity, with an understanding of the demands of teaching, research, and student-facing services.
- Proficiency in administering and supporting non-Windows operating systems, such as Linux, Unix, or macOS, within a mixed or heterogeneous IT environment.
- Experience or proficiency in scripting languages (e.g. PowerShell, Bash, Perl, or equivalent), with the ability to automate processes, improve efficiency, and support system integration.

SKILLS:

Essential Criteria

- Advanced technical knowledge and strong analytical skills, with the ability to diagnose, troubleshoot, and resolve complex issues relating to engineering and scientific equipment.
- Proven ability to maintain, optimise, and support scientific and technical systems, ensuring reliability and performance in operational environments.
- Excellent organisational and workload management skills, with the ability to prioritise effectively across competing demands and deliver to deadlines.
- Sound judgement and decision-making capability, including the ability to operate independently, take initiative, and recognise when escalation or consultation is required.
- Ability to contribute expert insight and informed recommendations to support decision-making at team and management levels.
- Highly effective communication and presentation skills, with the ability to convey complex technical information clearly to a range of audiences.
- Strong IT proficiency, including effective use of enterprise systems and tools such as Microsoft 365 and related platforms.
- Strong user-focused approach, with the ability to respond flexibly to changing requirements and deliver high levels of service.
- Excellent written and verbal communication skills, with the ability to produce clear, concise, and persuasive documentation and reports.

- Ability to evaluate, adapt, and improve services and systems to better meet user needs and enhance operational efficiency.
- Strong analytical capability, including the ability to interpret user data, feedback, and performance metrics to inform service improvements.
- Commitment to continuous professional development, maintaining and enhancing both technical expertise and personal capability in line with evolving technologies and service demands.

Desirable Criteria

- Ability to lead or contribute to technical projects and service improvements, including coordinating activities across teams and stakeholders.
- Experience in system integration and interoperability, with the ability to connect diverse technical platforms and data sources.
- Proficiency in automation and scripting to enhance efficiency, streamline processes, and support scalable service delivery.
- Experience in producing technical documentation, training materials, and knowledge resources to support users and teams.
- Strong problem-solving capability in complex or unfamiliar environments, with a proactive and solution-focused approach.
- Awareness of data management principles, including data integrity, security, and accessibility in technical systems.

QUALIFICATIONS:

Essential Criteria

- Educated to degree level (Level 6) in a relevant science or engineering discipline, or able to demonstrate equivalent experiential learning within a related technical, educational, management, or business field.

Desirable Criteria

- Health and Safety at work qualification.

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A