

JOB DESCRIPTION

Job Title:	Junior IT Technician Support	Grade:	SP2 Medway £8.70
Department:	Faculty of Engineering and Science		
Role reports to:	Support Services Manager (Engineering), FES		
Direct Reports	N/A		
Indirect Reports:	N/A		
Other Key contacts:	Team Leaders, Hawke and Nelson buildings		
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.			

PURPOSE OF ROLE:

- To support the delivery of undergraduate teaching and laboratory work within the Faculty of Engineering and Science, under the direction of the Support Services Manager and Team Leaders within FES. To assist research and consultancy activities within FES

KEY ACCOUNTABILITIES:

Team Specific:

- To work with Team Leaders in supporting laboratory work within the large teaching facilities in the Hawke and Nelson buildings, Medway Campus. Ensuring that standards of house-keeping, security and safety are maintained to ensure legal compliance
- To inform the Support Services Manager or Team Leaders of shortages in classroom consumable materials and to advise of faults found with instruments and equipment
- To assist with fault diagnosis and carry out, within laboratory areas, hardware and software repairs where possible
- To assist Team Leaders in their interaction with students within the laboratory environment
- Setup and configure hardware / software for University purposes
- Involvement in laboratory equipment inventory and lifecycle
- To specify software and hardware for all users
- Liaise with internal University staff and students
- Provide laboratory and application specific support in the teaching environment
- To assist in Open Days and Outreach activities both on-campus and at recruitment fairs and exhibitions

Generic:

- Liaise with external organisations as appropriate.
- Contribute to cross-functional team working with other FES Department staff.
- Liaise with FES Department Staff as required

Managing Self:

- Work to deadlines and project schedules
- Conduct research and find own sources.
- Maintain a proactive approach
- Manage own time and daily work tasks.
- Continuously improve own knowledge

Core Requirements:

- Adhere to and promote the University's Equality and Diversity policies
- Ensure compliance with Health & Safety regulations
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible

Additional Requirements:

- Any other duties appropriate to the post and grade.

KEY PERFORMANCE INDICATORS:

- Production and delivery of work and projects to agreed timetables
- Contribution to team culture, communications and effectiveness
- Effective liaison with other FES staff
- Compliance with corporate standards.

KEY RELATIONSHIPS (Internal & External):

- FES colleagues
- Staff at all levels in other University departments
- University networks and other professional bodies
- CIPD/ACAS and other professional bodies
- External organisations

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Background knowledge of an Engineering discipline and interest in working in the profession. • Experience of conducting research and providing analysis including report writing and presentation skills. • Experience of working to deadlines and managing own time <p>Skills</p> <ul style="list-style-type: none"> • Good verbal and written communication skills • Strong interpersonal skills • Microsoft Office suite to intermediate level • Research and analysis with attention to detail <p>Qualifications</p> <ul style="list-style-type: none"> • A relevant qualification in an Engineering discipline at Level 3 or above. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in Higher Education sector <p>Skills</p> <ul style="list-style-type: none"> • Foundation degree within an Engineering discipline.