

JOB DESCRIPTION

Job Title:	Human Sciences Senior Technician (Psychology)	Grade:	SG6
Department:	Faculty of Education, Health & Human Sciences	Date of Job Evaluation:	July 2019
Role reports to:	School Laboratory Manager, School of Human Sciences		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Faculty and School administrative and technical support colleagues, Head and Deputy Heads of School, University-wide colleagues at all levels, students, visitors, external contacts		
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:

Provide technical expertise to support the experimental and practical work of students and academic staff within the School.

Maintenance and development of systems to support the student research experience, such as laboratory/equipment booking and equipment instructional guides.

Purchasing, maintenance and management of specialist equipment and software.

Overseeing health and safety risk assessments.

Assisting with laboratory and research methods teaching.

KEY ACCOUNTABILITIES:

Team Specific:

- Working with other members of the technical team to ensure the effective day-to-day operation of the laboratories within the School
- Identify improvements to the effectiveness and efficiency of service and take a lead in implementing these
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service

Generic:

- Provide technical support for laboratory equipment including EEG, psychophysiological measurement and eye tracking for staff and students.
- Provide support, including writing basic scripts, for experimental design packages such

as MATLAB, superlab or simulation (e.g. driving simulator) packages.

- Provide technical support for observation and recording systems used in research.
- Provide technical support for software including analysis packages such as SPSS, Stata, NVivo and online survey software.
- Manage proprietary School software including laboratory booking, equipment booking and participant recruitment systems.
- Develop a basic working knowledge of the underlying mechanisms of key laboratory equipment such as psychophysiological measurement and EEG.
- Maintain and develop the School's psychological test library and demonstrate a basic knowledge of psychometric measurement.
- Maintain and develop the online research support site (which includes room and equipment booking software and the School test library).
- Support the delivery of research methods classes
- Support the delivery of statistics practicals
- Provide practical demonstration of research resources, such as the research support site
- Ensure the safeguarding of sensitive information such as participant data.
- Support IT facilities in the School's laboratory's, including investigating user ID queries and implementing operating system upgrades.
- General laboratory maintenance including arranging for external repairs as necessary and liaison with other Faculty ICT staff.
- Provide support for the School research ethics panel.
- Oversee risk assessments and workplace inspections and produces the relevant health and safety inspections, acting where required as Health and Safety Liaison Office for a designated area.
- Maintaining databases and the Faculty asset registers.
- Be responsible for the loaning of equipment to students.
- Work flexibly, providing cover and collaborative support to other colleagues in the technical team to meet variations in demand.
- Maintain security of the laboratories and equipment.

Share in the responsibility of receiving and checking goods received for the laboratories and ensuring they are entered onto the appropriate asset register

Managing Self:

- Manage day-to-day workload
- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development.
- Respond to queries in a timely manner.

- Maintain confidentiality at all times.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- 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:

- On occasions, work outside of normal working hours to support Faculty activities
- Any other duties as may be reasonably requested by your line manager
- Willingness to work on any campus

KEY PERFORMANCE INDICATORS:

- Effective and efficient technology support
- Effective technical support, ensuring a positive staff and student experience
- Timely production and delivery of work, meeting deadlines as required
- Building effective relationships with key stakeholders
- Contribution to the team ethos and effectiveness
- Enquiries responded to in a timely manner

KEY RELATIONSHIPS (Internal & External):

- Faculty and School administrative and technical support colleagues, Head and Deputy Heads of School, University-wide colleagues at all levels, students, visitors, external contacts.
- External collaborators, consultants and contractors.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience Experience of working with a range of IT applications</p>	<p>Experience</p> <ul style="list-style-type: none"> • Working in the Higher education sector or similar environment. • Experience of working within a small team. • Experience of Moodle or similar software learning environments

<p>Skills</p> <ul style="list-style-type: none"> • Excellent technical and IT skills. • Excellent aptitude and motivation for learning new technical skills. • Basic programming skills. • Basic understanding of statistics and research methods. • Good interpersonal and organisation skills • Able to work independently and develop innovative solutions to problems • Ability to plan and manage projects effectively ensuring clear objectives are set • Highly motivated and willing to develop new and efficient ways of improving existing systems • To be able to demonstrate commitment to continuing professional development and desire to develop in the role • Ability to organise own work and prioritise workload with minimal supervision • Ability to identify and meet deadlines • Ability to work well in a team • Adaptable to different types of work and workloads • Calm under pressure • Discreet approach and ability to maintain confidentiality <p>Qualifications</p> <ul style="list-style-type: none"> • A postgraduate degree (or equivalent experience) in Psychology, Research Methods or related discipline <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Skills</p> <ul style="list-style-type: none"> • Well-developed personal and communication skills, including the ability to communicate design and technical issues to a non-technical audience • Ability to work well under pressure • Knowledge of using equipment such as EEG, Eye-tracking and other laboratory equipment and software <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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