

Technician



Role Description

GRADE

Grade 4

LOCATION

Merchiston, Edinburgh

LINE MANAGER

Technical Services
Manager or Deputy
Technical Services
Manager

Role Summary

This School of Computing, Engineering and Built Environment (SCEBE) utilises a team of technicians to support its workshops, labs and infrastructure, both for teaching and research. The post holder will be part of this team and will provide technical support for activities associated with the School.

Line Management Responsibility for:

This role does not have any line management responsibilities currently.

Main Duties and Responsibilities

- Work with the technical services team to ensure service stability and to provide a comprehensive technical support service for staff and students in undergraduate, postgraduate, research and consultancy projects for the School.
- Provide assistance with the running of technical classes, workshops, laboratories, project work (staff and students) exhibitions and external events. This will include: assisting in the delivery of classes; preparing for and participating in demonstrations; and preparing materials, workshops and associated equipment for teaching and research activities (and clearing away once complete).
- Collaborate with academic and research colleagues on the practical and technical aspects of course development and research activities.
- Liaise with students, academic and technical staff to ensure availability and good condition of equipment for classes/demonstrations/project work.



- Carry out/oversee the installation, demonstration, calibration and maintenance of appropriate equipment, systems and software in line with health and safety guidelines.
- Repairs and Maintenance: Assist with the running of the service including general day-to-day maintenance; providing first line repairs or escalating repairs as appropriate; implementation of upgrades; moving of equipment and materials (or arranging for the movement as appropriate and in line with health and safety guidelines) and ensuring that all equipment is maintained and operating within health and safety legislation
- Resource management - Plan and organise of resources: monitor stock/equipment levels and replenish as required, liaise with procurement to ensure timely commissioning of new equipment to support teaching and research activities; take receipt of and record associated deliveries ensuring the correct procedures and processes in place; and provide recommendations, as appropriate, on the purchase of new equipment.
- Ensuring safe access to, storage and security of equipment
- Develop working relationships with faculty members, external supplies and companies.
- Health and Safety - Be involved in health and safety management and compliance for the school including: the development and maintenance of risk assessments and other safety documents and records; demonstrating and training staff and students in relevant techniques, procedures and safe use of equipment; ensuring that all lab users work safely and have prepared the necessary safety paperwork assessments and ensuring that the appropriate safety paperwork is prepared and reviewed regularly liaising closely with H&S colleagues
- Develop or support the development of manuals, SOP's, work/equipment guides and or project protocols
- Any other duties as may be required
- Role model the University's values & behaviours;
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

Computing specific technical roles:

- Provide input on ways to improve the stability, security, efficiency, and scalability of the relevant school systems and computing environments.
- As part of the technician team, work in partnership with the Central University Information Services Department to comply with University securities protocols and information processes.
- Undertake other general computing tasks as part of a Local School Team to support staff with specialised software installations in their office and with room moves, where necessary, co-ordinating this work with the local school support team and Central Information Services department.
- Manage, coordinate, and implement software upgrades, patches, hot fixes on servers, workstations, and network hardware. Create and modify scripts or applications to perform tasks.
- Maintain best practices on managing relevant system and services to support research and operational needs across the whole of the school. Actively monitoring systems performance and capacity planning.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education / Qualifications		
<ul style="list-style-type: none"> A degree in a relevant subject or equivalent professional experience 	✓	
Skills / Experience		
<ul style="list-style-type: none"> Practical knowledge and experience of relevant technical equipment 	✓	
<ul style="list-style-type: none"> Knowledge of Health and Safety Procedures and COSHH procedures pertaining to post 	✓	
<ul style="list-style-type: none"> Experience of working in a busy environment and responding to conflicting demands 	✓	
<ul style="list-style-type: none"> Extensive practical experience of working with relevant equipment 	✓	
<ul style="list-style-type: none"> The ability to relate well in a customer focused manner to students and staff 	✓	
<ul style="list-style-type: none"> Experience of working in higher education institutions 		✓
<ul style="list-style-type: none"> Good problem solving skills and the ability to work flexibly 	✓	
<ul style="list-style-type: none"> Ability to work effectively on own initiative and with a team 	✓	
<ul style="list-style-type: none"> Excellent communication skills, both verbal and written 	✓	
<ul style="list-style-type: none"> Excellent interpersonal, and organisational skills, with close attention to detail. 	✓	
<ul style="list-style-type: none"> Good organisational skills with the ability to be proactive and prioritise own workload 	✓	
<ul style="list-style-type: none"> Ability to relate successfully to colleagues, students and those external to the University. 	✓	
<ul style="list-style-type: none"> Experience of operating in a digital environment 		✓
<ul style="list-style-type: none"> Expert diagnostic and troubleshooting abilities 		✓



• Previous experience of working as a technician utilising the relevant system detailed in the advert.	✓
• Expert diagnostic and troubleshooting abilities	✓
• Experience of MAC OS, MS Windows OS and the compatibility of various software applications	✓
• Excellent IT skills	✓