

## Grade 5: Technical Support

### **Role Description**

#### COMMUNICATION

##### a) Oral Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: discussing requirements and materials for classes, or explaining that heating/electrical equipment will need to be shut down.*

The role holder receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: explaining operational use of computer programmes.*

##### b) Written Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: answering enquiries regarding requirements and materials for classes via e-mail, or using e-mail to inform people of work-in-progress.*

The role holder receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: writing guidance notes on the use of specialist equipment or software, or recording technical details, or drawing schematic diagrams of electronic circuit designs, or writing reports.*

#### TEAM WORK AND MOTIVATION

The role holder is required to participate in and deliver their contribution to a team. *Example: being a co-operative member of the team.*

The role holder is required to be supportive and encouraging of others in a team. They would help to build co-operation by setting an example and showing a flexible approach to delivering team results. They would contribute to building team morale as an active participant in the team. *Example: offering proactive support to colleagues, or participating in discussions about the organisation of workloads within the team.*

#### LIAISON AND NETWORKING

The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to ensure dissemination of information in the right format to the right people at the right time, building relationships and contacts to facilitate future exchange of information. *Example: liaising with staff and external contacts, ensuring that relevant and timely information is provided, and establishing useful contacts for the future.*

#### SERVICE DELIVERY

The role holder is required to deal with internal or external contacts who ask for service or require information. They would create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves tasks with set standards or procedures. *Example: providing a service for academics and students by responding to their requests, or responding to requests to repairs and maintenance of heating, plumbing or electrical equipment.*

#### DECISION MAKING PROCESSES AND OUTCOMES

The role holder is required to take independent decisions which would impact on the immediate area of the role holder's work. *Example: making decisions about ordering of stock items, or deciding what materials are required for a particular job.*

The role holder is required to be party to some collaborative decisions and work with others to reach an optimal conclusion. The decision would impact on the immediate area of the role holder's work. *Example: deciding with research staff on the best methodology, and limitations of the equipment provided for research needs.*

The role holder is required to provide advice or input to contribute to the decision making of others. The decision would impact on the immediate area of the role holder's work. *Example: providing technical advice about how a piece of equipment may be best used, or providing advice about the age and location of existing building systems and controls.*

#### PLANNING AND ORGANISING RESOURCES

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The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives. *Example: deciding when and how best to respond to requests in order to provide an efficient service, or prioritising responses according to urgency.*

### **INITIATIVE AND PROBLEM SOLVING**

The role holder is required to solve day to day problems as they arise and choose between a number of options which have clear consequences. They would follow guidelines or refer to what has been done before and recognise when a problem should be referred to others. *Example: resolving problems regarding insufficient or damaged equipment to ensure that schedules can be met.*

A further important requirement of the role is to use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning and weighing up the pros and cons of different approaches. The role holder would identify and assess practical options and break the problem down in component parts. *Example: resolving errors in stores deliveries, or determining why an experiment has not worked and how to resolve it, or solving a building systems failure.*

### **ANALYSIS AND RESEARCH**

The role holder is required to analyse data or information using predetermined procedures and gathering the information from sources. They would work accurately to complete the task precisely as specified. *Example: researching information on the internet to resolve problems, or using the internet to research suppliers, or carrying out maintenance checks.*

### **SENSORY AND PHYSICAL DEMANDS**

The role holder is required to carry out tasks at a level which would require either learning certain methods or involve moderate physical effort. *Example: lifting heavy or awkward items, or installing hard drives and memory, or repairing hardware, or using specialist equipment.*

### **WORK ENVIRONMENT**

The role holder is required to understand how the work environment could impact on their own work or that of colleagues. They would take actions, within health and safety guidelines where applicable, to adapt to the environment. *Example: wearing protective clothing where necessary, or following safe procedures when using equipment or machinery.*

### **PASTORAL CARE AND WELFARE**

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress. They would initiate appropriate action by involving relevant people. *Example: showing sensitivity to staff and students.*

### **TEACHING AND LEARNING SUPPORT**

The role holder is required to introduce students or others who are new to the area to standard information or procedures. The role holder does this by providing standard information or delivering teaching or training. *Example: explaining how to operate equipment, or use software packages.*

The role holder is required to teach or train students or others on specific tasks, issues or activities. They would assess performance and provide feedback during the event. The role holder does this by providing standard information or delivering teaching or training. *Example: providing training to staff or students on specific tasks.*

### **KNOWLEDGE AND EXPERIENCE**

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate. They would demonstrate continuous specialist development by acquiring relevant skills and competencies. *Example: holding a relevant professional or vocational qualification and technical knowledge in the relevant field, or keeping abreast of changes in legislation/regulations, and having sound knowledge in the field.*