1   Advertisement

Post Title: Senior Technician Demonstrator (Digital)
School/department: Media, Arts & Humanities / Technical Services
Hours: Full time or part time hours considered up to a maximum of 36.5 hours per week
Requests for <u>flexible working</u> options will be considered (subject to business need).
Core working hours are 9am – 5.30pm, Monday to Friday.
Contract: Permanent.
Reference: 9208
Salary: starting at £27,131 to £31,411 per annum, pro rata if part time
Placed on: 03 August 2022
Closing date: 31 August 2022   Applications must be received by midnight of the closing date.
Expected Interview date: As soon as possible.
Expected start date: As soon as possible.

The School seeks to appoint a Senior Technician Demonstrator (Digital) to provide an effective and efficient technical service for staff and students. You will work as part of a team in a busy and energetic department. With a strong background in digital and interactive media, you will be expected to:-

- Check proper functioning of equipment and correct minor faults
- Maintain equipment and related facilities such as the digital and VR suites, computer labs and maker space.
- Support the School's equipment store including administering the online booking system.
- Provide support of teaching and deliver technical demonstrations on associated equipment and facilities.

Please contact John Williams, J.S.Williams@sussex.ac.uk, 01273 873434, for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2.   The School / Division

Please find further information regarding the school/division at
https://www.sussex.ac.uk/schools/media-arts-humanities/internal/students/technicalservices/

3.   Job Description

Job Description for the post of: Senior Technician Demonstrator (Digital)

Department: Media & Film

Section/Unit/School: Technical Services / School of Media, Arts & Humanities

Location: Silverstone Building

Grade: 5

Responsible to: Senior Technical Manager, Technical Manager and Technical Supervisor. Dotted line to Subject Head.

To provide and oversee the delivery of effective high-quality teaching support within a defined division of Media, Arts & Humanities, relating to digital and interactive media primarily and other practice facilities, media laboratories, edit suites, studios and associated facilities, including the equipment stores.

PRINCIPAL ACCOUNTABILITIES

1. In relation to a range of named services or processes, to:

2. To be responsible for the delivery of technical support activities associated with specialist teaching across the equivalent of a departmental/School wide area to ensure that provision is of an excellent quality and delivered in a timely, professional fashion.

3. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied

4. To act as the main point of contact for service users in the effective and efficient delivery of technical services.

5. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

KEY RESPONSIBILITIES

- To exemplify good working practice to achieve departmental objectives, in line with local policy and procedure, assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;
- Helping to ensure that timelines and resources are identified, realistic and achievable
- Proactively raising issues arising in advance for discussion and resolution
- Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
- To act as an ambassador for the service, with a focus on customer service and delivery.
1.   **Communicating effectively with all stakeholders**
- Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible

- To deliver training (e.g. data logging, production work, equipment usage and techniques) to students, technicians and other demonstrators and provide day to day advice, supervision and demonstrating as required.

2. **Providing support, information and guidance to staff and students.**
   - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements/KPIs, providing explanations where necessary and knowing when to escalate queries
   - Providing guidance on relevant procedures and processes
   - Ensuring staff and students are aware of procedures and processes

3. **Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information and contributing to the development of processes**

4. **Creating and maintaining accurate information on activity that has taken place**
   - Creating comprehensive records and files for future reference
   - Providing usage and uptake reports as requested
   - Where required, to ensure staff and students working within specialist areas have received safety inductions and safety critical training according to Standard Operating Procedures, and that this is recorded.

5. **There may be responsibility for recharging and/or a small budget.**

6. **Key Responsibilities**
   - Maintain the MAH Technical Services web pages for the school and ensure any/all changes to policy (School and University) are accurately reflected in a timely manner.
   - Carry out basic risk assessments as required under the direction of the Technical Manager and ensure these are reviewed and revised as/when required.
   - Procure equipment and software as required/directed by the (Senior) Technical Manager. Ensure accurate inventory is maintained and that all required subscriptions/licenses are in place and remain up to date.
   - Demonstrations: Instruct, train and provide guidance and support to students and other staff in the setting up and operation of specialist equipment, apparatus and software as directed by the Senior Technical Manager or Technical Manager.
   - Take part in out of normal hours support activities as directed by the Senior Technical Manager or Technical Manager.
   - Maintain the required level of tidiness and ensure that equipment is stored correctly and securely.
   - Manage the day-to-day running and set-up within the practice facilities, digital suite, VR suite, maker space, equipment stores and aligned spaces under guidance from the Senior Technical Manager, Technical Manager or Technical Supervisor. Often in collaboration with team members and other university departments.
   - Assist with the planning and organisation of resources within the practice facilities, digital specific spaces, studios, equipment stores, computer labs, edit suites and aligned spaces.
   - Provide curriculum-specific support to students on digital and interactive media, and aligned practice courses who produce projects for screen and print using Adobe Creative Suite, Toon Boom, 3D applications (such as Maya, 3DS Max or C4D), Dragonframe, HTML5 and JavaScript.
   - Assisting with the creation of software and hardware based digital and interactive resources and knowledge of physical computing equipment, VR headsets, GoPros, graphics tablets and 3D scanners.
   - Experience of the development of digital/interactive/animation/print/web based technologies, and development and management of hardware and software.

7. To maintain specialist areas and the associated teaching and research materials by overseeing and participating in upkeep of allocated equipment including servicing (by external engineers if required), housekeeping, data recording, waste management, stock keeping, ordering and to ensure that local safety requirements are in place. This may include administration of the Permit to Work system.

8. Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Responsible for digital, interactive media, and associated equipment/facilities.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Usually educated to Level 3 - NVQ Level 3, BTEC award, certificate and diploma level 3, GCE AS and A Level, Advanced Diplomas (England).
2. Effective planning and organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team and also on own initiative.
5. Competent IT skills to effectively manage own workload – Mac and PC, and other IT software relevant to role.
6. Technical work experience relating to the area/department, acquired in relevant roles and job-related training.
7. Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.
8. Knowledge of health and safety procedures and practices relating to relevant area

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Relevant technical experience, acquired in relevant roles and job-related training.
2. Ability to interpret guidelines, Standard Operating Procedures and Risks Assessments.
3. Good knowledge of software and equipment and its use across a range of areas: e.g. motion graphics and video editing, vector illustration and graphic design, animation, VR, digital imaging, 3D modelling and printing.
4. Good knowledge of technologies relating to the creative production of media for print and the web.
5. The ability to demonstrate hardware and software to students where appropriate.

6. Experience of carrying out basic maintenance, testing, adjustment and repair of equipment /apparatus within digital.
7. Willingness to undertake personal development activities where necessary in order to keep knowledge and skills up to date and relevant to subject specialism. Apply working knowledge of theory and practice, and share this with others as appropriate.

DESIRABLE CRITERIA

1. Desirably educated to Level 4 - BTEC Professional award, certificate and diploma level 4, Higher National Certificates (HNC), Certificates of Higher Education (CertHE).
2. Supervision of trainees/students/contractors undertaking practical's/work tasks.
3. Sufficient experience to advise and assist on the development, construction, assembly and application of equipment and techniques.
4. Experience of problem solving in a student support context.
5. Knowledge of undergraduate curricula, specifically relating to digital media, animation, digital imaging, film, VR.
6. Willingness to coach and instruct other team members.