

## Grade 3: Technical Support

### **Role Description**

#### COMMUNICATION

##### a) Oral Communication

The role holder 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.*

##### b) Written Communication

The role holder 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.*

#### 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.*

#### LIAISON AND NETWORKING

The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to pass on information promptly. They would keep people informed to ensure co-ordination of effort and that work is done effectively. *Example: liaising with staff across the university in order to complete set tasks.*

#### 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.*

#### PLANNING AND ORGANISING RESOURCES

The role holder is required to complete tasks to a given plan with allocated resources. *Example: following procedures to prepare materials and equipment, or working to timetables for specific requests, or collecting work tickets detailing work that needs to be done.*

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.*

#### ANALYSIS AND RESEARCH

The role holder is required to establish the facts in situations which require further investigation and inform others if necessary. *Example: checking the temperature and humidity of a room, or reporting details of faulty equipment.*

#### 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.*

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#### 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 the appropriate action by involving relevant people. *Example: showing sensitivity to staff and students.*

#### KNOWLEDGE AND EXPERIENCE

The role holder is required to be aware of basic principles and practices and have an understanding of the systems and procedures which directly impact on their own work. They would be supervised or work closely with colleagues they can turn to for support. *Example: understanding of laboratory procedures.*