



## 1 Advertisement

**Post Title:** Senior Technician

**School/department:** Media, Arts and Humanities / Technical Services

**Hours:** Full time considered up to a maximum of 1.0 FTE (36.5 hours per week)

Requests for flexible working options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** Permanent

**Reference:** 10641

**Salary:** starting at £28,759 to £32,982 per annum

**Placed on:** 11 September 2023.

**Closing date:** 04 October 2023. Applications must be received by midnight of the closing date.

**Expected interview date:** To be confirmed

**Expected start date:** As soon as possible

The School seeks to appoint a Senior Technician to provide an effective and efficient technical service for staff and students. You will work as part of a team in the School Resource Centre. With a strong technical background, you will be expected to:-

- Provide support to staff and students studying language and translation, and users of the Resource Centre
- Maintain equipment and related facilities in the Resource Centre and related Languages facilities
- Produce and edit audio and video materials

Please contact Matthew Platts [m.r.platts@sussex.ac.uk](mailto:m.r.platts@sussex.ac.uk) 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.*

**Please note: The University requires that work undertaken for the University is performed from the UK.**

## **2. The School / Division**

Please find further information regarding the school/division at [sussex.ac.uk/schools/media-arts-humanities](http://sussex.ac.uk/schools/media-arts-humanities)

## **3. Job Description**

Job Description for the post of: Senior Technician

**Department: Technical Services**

**Section/Unit/School: School of Media, Arts and Humanities**

**Location: Arts A**

**Grade: 5**

**Responsible to:** Technical Manager

**Responsible for:** N/A

**Role description:**

To provide and oversee the delivery of effective high-quality teaching support within a defined division of the School of Media, Arts and Humanities relating primarily to languages and the Resource Centre.

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### **PRINCIPAL ACCOUNTABILITIES**

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

1. 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.
2. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied
3. To act as the main point of contact for service users in the effective and efficient delivery of technical services.
4. 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. Role Specific Key Responsibilities**

- Provide curriculum-specific support to staff and students studying languages and translation, and users of the Resource Centre, including video, audio, information and communications technology (ICT) and specialist software such as Computer-Assisted Translation tools.
- Operate and maintain specialist apparatus, equipment and instruments, e.g. audio and video filming and editing, deployment of software, maintenance of computing equipment, specialist software licensing and allocation.
- Deploy 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.
- Ensure effective day-to-day running and set-up within the Resource Centre 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 for the smooth running of the Resource Centre laboratories and aligned facilities and to demonstrate hardware and software to students and staff where appropriate.

- Assisting in the design and planning of teaching practical sessions, in relation to the particular equipment / apparatus required, as directed by the (Senior) Technical Manager.
  - Carry out basic risk assessments as required under the direction of the (Senior) Technical Manager and ensure these are reviewed and revised as/when required.
  - 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.
  - To respond to queries at the Resource Centre reception where necessary, dealing with in-person and telephone enquiries.
  - To provide occasional technical support for School events held in MAH-owned spaces.
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 the Languages and Resource Centre equipment/premises, as directed by the Technical Manager/Senior Technical Manager.

#### **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 technologies and their uses across a range of areas including video, audio, photography and interactive media as well as virtual learning packages.
4. Good IT skills including hardware and software maintenance, and knowledge of technical developments in these areas.
5. The ability to demonstrate hardware and software to students and staff where appropriate.
6. Experience of carrying out basic maintenance, testing, adjustment and repair of equipment /apparatus within the department.
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. Extensive experience of supporting trainees/students/contractors undertaking practicals/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 language and translation studies.
6. Willingness to coach and instruct other team members.