UNIVERSITY OF LINCOLN

JOB DESCRIPTION

JOB TITLE	ICT Support Technician				
DEPARTMENT	Lincoln Institute for Agri-Food Technology				
LOCATION	Riseholme Campus				
JOB NUMBER	COS796	GRADE	5	DATE	November 2020
REPORTS TO	Senior Research Software Engineer (LAR)				

CONTEXT
The University of Lincoln is seeking to appoint a ICT Support Technician within **Lincoln Agri-Robotics (LAR)** research centre, the world's first global centre of excellence in agricultural robotics, funded by UKRI's Research England.

KEY RESPONSIBILITIES

Software and Project Development Support

- Support the development and implementation of deployment and monitoring pipelines on a variety of platforms such as robots, cloud and on-prem.

- Diagnose and resolve issues with software services following agreed procedures, carrying out routine configuration/installation.

- Assists with preparation of software implementation/upgrades procedures including installation, testing and fall back contingency plans for live software infrastructure.

- Involvement in determining the delivery of technical services within the areas.

Provision of Technical Advice

- Deliver specified support and assistance under the direction and with advice from the Senior Research Software Engineer, to promote good software design decisions.

- Communicate appropriate software engineering practices, including documentation, testing, issue tracking and version control.

- Be Responsible for coaching and guiding academic staff and postgraduate students in the techniques, procedures, complex processes and specialist systems.

- Interprets information on behalf of non-technical users and provides routine training in normal usage of systems, products and services. Assists users in making more effective use of systems, products and services.

PERSONAL DEVELOPMENT

- Keep up to date with the latest technical and development methodologies.

- Undertake continuous professional development activities.

- Gain a broad understanding of software best practices by reading relevant literature and attending training.

- Meet and maintain contact with others involved in the relevant technical areas.

COMMUNICATION & PERSONAL NETWORKS

- Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting simple technical concepts in a clear, jargon free, accessible manner.

- Where directed by the Senior Research Software Engineer, attend internal and external events.

- Build and maintain relationships with colleagues across the University and external parties (e.g. suppliers, project partners, visiting researchers, contractors, etc).

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role
Applicants should have experience in software development and will usually possess an undergraduate qualification in a relevant subject area. The post-holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks	
Internal	**External**
- Senior Research Software Engineer - Directory of Research Centre - Academic Staff - Other Professional Service Staff - Postgraduate Students	- Research Collaborators - Suppliers and Commercial Partners - Relevant Professional Bodies - Sponsors and Clients

UNIVERSITY OF LINCOLN

PERSON SPECIFICATION

JOB TITLE	ICT Support Technician	JOB NUMBER	COS796

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Graduate or relevant experience	E	A,I
Experience:		
Development experience	E	A,I
Proven record of delivering results within a given time scale	E	A,I
Experience of working within small projects	D	A,I
Experience with testing and use of CI/CD pipelines	D	A,I
Skills and Knowledge:		
Broad understanding of software best practices	E	A,I
Problem analysis and solving skills	E	I
Good written and verbal communication skills	E	A,I
Understanding emerging technology trends	D	I
Experience with supporting or troubleshooting computer software	D	A,I
Competencies and Personal Attributes:		
Flexible approach to workload	E	I,R
Demonstrates proactive initiative and confidence	E	I,R
Effective team member	E	I,R
Business Requirements:		
Travel between campuses as required	E	I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	IM	HRBA	HDR