UNIVERSITY OF LINCOLN
JOB DESCRIPTION

JOB TITLE	Technician				
DEPARTMENT	School of Computer Science				
LOCATION	Brayford				
JOB NUMBER	COS268	GRADE	5	DATE	January 2020
REPORTS TO	Technical Resource Manager				

CONTEXT

The University of Lincoln is an ambitious Higher Education institution. The University was awarded Gold – the highest standard possible – in the 2017 Teaching Excellence Framework: a nationwide assessment of teaching quality across UK higher education institutions. It is also committed to growing student numbers, using new partnerships with external organizations and innovative forms of programme delivery.

The School of Computer Science is one of the University's more mature and longer-standing Schools and is central to the University's strategy to build its STEM provision and research excellence in the sciences. Its portfolio of research and teaching covers a wide spectrum of Computer Science, with strong research activity in two core Centres – the Lincoln Centre for Autonomous Systems (L-CAS) and the Laboratory Of Vision Engineering (LoVE) – and two research groups in Machine Learning/Data Science (mLearn) and in Interactive/Playful Technologies (intLab). The School offers undergraduate degrees in Computer Science and Games Computing, as well as a number of MSc programmes (e.g. Computer Science, Robotics & Autonomous Systems, Games Development & Design, and Intelligent Vision). It has also entered into an international transnational educational partnership (with more foreseen), whereby dual awards are available at the partner institutions. The School is also building up its internationally recognised research and teaching environment, with a focus on interdisciplinary working and research-engaged/-informed teaching.

We are looking to recruit an enthusiastic Technician to work with the Technical Support team within the school, supporting teaching and research across a range of computing based disciplines that include cloud, machine learning, robotics, networks and security, games, human computer interaction, and more.

The post holder will be responsible for the supply, maintenance, and support of computing equipment that supports taught modules and research projects. In support of equipment and facilities additional duties include procurement, health and safety, and asset record management.

The University is committed to building a culturally diverse institution, where all staff and students can flourish and feel valued for their contribution and individuality. We are encouraging talented people, whatever their background, to work and study here. All appointments are made on merit.

If you would like to know more about this opportunity, please contact Dr Salah Al-Majeed (Acting Head of the School of Computer Science, salmajeed@lincoln.ac.uk) or Matt Ashton (Technical Resource Manager, mashton@lincoln.ac.uk).

KEY RESPONSIBILITIES

General

- Interpretation of customer requirements to produce solutions and/or advice to produce a high level of learning support.
- Thorough understanding of the techniques and procedures of complex processes or specialised systems.
- Writing of complex instruction sheets and guidance material.
- Point of reference for other team members for guidance and advice.
- Liaise with colleagues and external clients to build relationships and contacts.
- Involvement in determining the delivery of service within the area.
- Decision making on routine matters in consultation with colleagues.
- Carry out tasks requiring a high level of physical or sensory techniques.
- Provide regular demonstration and guidance to others in the team.
- Train or instruct students on standard tasks or activities that require them to assess competency and provide feedback.

Preparation of Experiences, Machinery and Equipment

- Set up equipment and prepare materials for teaching and/or research. Provide assistance in conducting experiments and using the equipment.
- Work closely with academic staff to determine the level of delivery that is required for students.
- Guidance of health and safety aspects related to supported equipment.

Demonstration of Procedures

- Demonstrate practical procedures and techniques to undergraduates during practical classes, when requested by the academic in charge.
- Be responsible for coaching and guiding academic staff and students in the techniques, procedures, complex processes and specialist systems.
- Be responsible for producing written complex instruction sheets and guides for students to use in the laboratory/workshop/studio
- As required introduce individuals to the workplace and tailor the process to the differing needs of the learners.

Provision of Technical Advice

- Provide technical advice to undergraduate project and research students and researchers in the design of experiments or equipment.
- Advise Managers and Academic staff on developments in laboratory/workshop/studio procedures/methods and new equipment (including costs) that may be available and how this would benefit the area and students.
- Be main point of reference to colleagues for guidance and advice in all aspects of laboratory/workshop/studio processes and equipment.
- Advise on the operational timetable for academic planning activities as well as in respect of space planning.

Liaison and Networking
• Where directed by the Line Manager, attend internal and external working parties or committees.
• Build and maintain relationships with colleagues across the University and external parties e.g. suppliers, contractors etc.

Maintenance and Repair of Equipment/Apparatus
• Responsible for maintaining and repairing equipment and liaison with external companies to oversee repair or replacement.

Asset Management
• Maintain and audit asset records of equipment in-stock and in-use.
• Conduct audits of research and teaching spaces against asset records.

Development of Methods of Testing and Practices
• Develop new or improved methods of testing and demonstrating practices.

Health and Safety
• Contribute towards ensuring safety regulations are followed. Conduct and advise on risk assessments of supported equipment. Instruct students in safe working practices including overseeing activities in the labs.

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

Key working relationships/networks	
Internal	**External**
- Head of School - Technical Resource Manager - School Senior Academics - School Programme Leaders - School academic, administrative, technical and learning support staff - College Director of Operations - Health and Safety Officers - Students - Technical colleagues in other schools	- Relevant academic and professional groups - Relevant national, regional and international networks - Materials suppliers and contractors

UNIVERSITY OF LINCOLN
PERSON SPECIFICATION

JOB TITLE	Technician	**JOB NUMBER**	COS268

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Degree level qualification or equivalent experience	E	A
Experience:		
Previous experience of working in a workshop environment	E	A/I
Experience of working with different computing platforms	E	A/I
Experience of supporting or troubleshooting computing related hardware or software	E	A/I
Experience of researching, testing and recommending hardware or software upgrades	E	A/I
Experience of configuring or supporting small-scale, self-contained network environments	D	A/I
Development experience	D	A/I
Experience in arranging or working at events, computing or otherwise	D	A/I
Skills and Knowledge:		
Technical working knowledge of all specialist equipment relating to specific workshop/laboratory	E	A/I
Appropriate IT skills	E	A/I
Good written and verbal communication skills to enable explanation of technical issues and processes	E	A/I
Budgeting skills	E	A/I
Organisational skills	E	A/I
Knowledge of development languages	D	A/I
Competencies and Personal Attributes:		
Enthusiastic and flexible approach to work	E	I
Effective team worker	E	A/I
Able to work confidentially	E	I
Customer orientated approach to work	E	A/I
Professional and courteous manner	E	I
Proactive and able to demonstrate initiative	E	A/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	MA	**HRBA**	