

JOB DESCRIPTION

Job Title:	Computing Technician
Department:	UCB Business School c/o School of Business, Tourism and Creative Industries
Contract:	Permanent (applications for full and part-time positions will be considered. Please state preference clearly within application.)
Salary Range:	£24,174 - £26,341 per annum.
Salary Grade:	SS3
Report To:	Head of Department
Job Purpose:	To work as part of a dedicated computing team providing prompt support to computing staff and students involved in the practical lab sessions
Main Duties & Responsibilities:	<ol style="list-style-type: none"> 1. To support lecturers and students during practical sessions to ensure safe working practices are met. 2. Design and deliver regular lab sessions (e.g., networking, troubleshooting, system security and encryption) with the learners in the dedicated lab and accurately log the practical activities by completing observation report/witness statement. 3. Manage and maintain computer lab and classrooms for teaching functions. 4. Maintain and configure hardware and software including imaging and placement of equipment. 5. Build, rebuild and configure computers and IT equipment. 6. Maintain stock control, inventory systems and auditing. 7. Ensure the security of hardware and software in the computer lab is maintained. 8. Self-diagnose problems and repairs on computers and peripheral equipment. 9. Troubleshoot network connectivity in the lab and configure print devices. 10. Have an active involvement in the wider TechTeam projects.

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	<p>11. Research and suggest technology, equipment and solutions to enhance and develop new and improved methods of teaching and learning.</p> <p>12. Ensure compliance and understanding of all IT and technology-based policies.</p> <p>13. Take part in and deliver regular and appropriate training across the University.</p> <p>14. As technology changes at a quick pace, keep up to date with developments and changes across the University.</p> <p>15. To support lecturers when they are trialing out new lab practical sessions before lessons.</p> <p>16. Provide support for Open days and events outside of core hours as required.</p> <p>17. To ensure practice is in line with the requirements of the General Data Protection Regulations.</p> <p>18. To commit to upholding the principles of Safeguarding and the PREVENT agenda.</p> <p>19. Any other duties commensurate with the nature and grade of the post.</p>
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PERSON SPECIFICATION

Post:	Computing Technician	Weighted criteria
Experience:		
1	Previous experience in a similar role, such as IT Technician or Training role.	x
2	Experience of maintaining, configuring and troubleshooting of hardware and software, including PCs, printers and mobile devices.	x
3		
4		
5		
Skills & Abilities:		
6	Understanding of current operating systems and software.	x
7	Ability to support learners within practical lab sessions under lecturer guidance.	
8	Ability to liaise effectively with both staff and students	
9	Customer-focused approach; understanding the needs of service-users and the importance of ensuring a positive student experience.	
10	Excellent communication skills; both written and verbal.	
Education & Qualifications:		
11	Relevant level 3 or equivalent qualification.	x
12	Maths and English qualifications at Level 2 (GCSE C/4) or equivalent	
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15		
Training & Professional Development:		
16	Record of relevant professional development, with willingness to engage in further training required for the role.	
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Other:		
21	Flexible approach to work, including supporting on open days and events outside of core hours.	
22	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education.	

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