Job Description

General Details

Job title:	Technical Skills Instructor in Networks and Cyber Security (TS16/06)
Faculty/School/Service:	Technical Services
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours/FTE:	Full time working 37 hours per week
Grade/Salary:	Grade 6
Date Prepared:	June 2017

Job Purpose

To provide specialist technical instruction and specialist skills supporting the Computing Awards in Networks and Cyber Security

Relationships

Reporting to:	Technical Team Leader
Responsible for:	No staff

Main Activities

- To provide effective technical support and advice to staff and students within the Computing Awards specialising in Networks and Cyber Security, being responsible for designated specialist technical computer labs and facilities including a bespoke networking facility and associated software and hardware user configurations and implementation, including associated student supervision and guidance within the Technical Services support areas.

- To be responsible for the maintaining of the student facing experience throughout these areas and management of associated facilities within the Technical Team area.

- To develop and deliver formal Technical Instruction sessions to students in the tools and application of Cyber Security and use of networks and configuration applied across the range of environments in the labs and including portable kit and peripherals.

- To develop and deliver these appropriate schemes of instruction and timetabled sessions which are relevant to the skills area, through close liaison with academic staff on content and delivery required.

- To undertake ongoing informal assessment of student competence and effectiveness of skills instruction delivery techniques, including the development and maintenance of handouts or guides on the correct use of equipment, technology and processes

- To identify new processes and equipment and disseminate knowledge within the team, making recommendations and suggestions to the Technical Team Leader on future investment needs

- To provide support and mentoring to other Technical Service colleagues as and when required, according to individual technical expertise collaborating with other technical staff and as directed by Technical Team Leaders to ensure shared objectives are achieved

- To assist with Enterprise work by providing technical knowledge and skills when required, and promote University facilities for 'Enterprise Activities' when dealing with external consultancy.

- To provide formal support for research students and staff as required and ensuring appropriate asset planning and budgeting is applied in support of internal and external research and project work.

- To provide assistance to technical and academic staff in setting up equipment for lectures and tutorials, experimental sessions, practical/workshop sessions in line with planned delivery and timetabled events.

- To manage resources in the Computing Awards support awards delivery including the preparation of ordering and the issuing of equipment, materials and consumables and associated kit management and asset tracking tasks, administration of inventories, and implementation of appropriate kit / stock maintenance.

- To ensure that Health and Safety legislation and regulations are applied and adhered to, and that technical areas are kept in a safe and orderly manner, including managing the appropriate implementation of the University Health and Safety policies and providing advice on Health and Safety issues in accordance with safe working practices

- To be available on a rota basis to supervise the use of computer labs, workshops and studios for some evening or weekend sessions subject to the appropriate conditions of service, attending when required, on University Open Days, recruitment events, external and internal shows and exhibitions

- To undertake continuous professional development in order to ensure a current awareness of developments in related technology areas and aligned to industry practices through self-development and in line with agreed Appraisal Objectives.

- To undertake any other duties as may reasonably be required by the Technical Team Leader or Head of Technical Services

Special Conditions

The specialist area for this post has been assigned based on the current needs of the Technical Service and will be reviewed on an annual basis. The role holder should be aware of the requirement to undertake continuous skills and learning development, as specialist requirements of the role may change in the future in line with the strategic needs of the Technical Services delivery and aligned to relevant School and Award development.

Some evening and weekend work may be required as appropriate.

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:
Heidi Crabbe – Technical Team Leader
(email) h.s.crabbe@staffs.ac.uk

Application Procedure

We encourage you to apply on-line at our website http://jobs.staffs.ac.uk as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Person Specification

Job Title: **Technical Instructor in Networks and Cyber Security (TS16/06)**

School/Service: Technical Services

The qualifications, experience, knowledge, skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Subject expertise in the area of computer networks and security to at least CCNA or equivalent level, with evidenced commitment to pursue relevant network and network security related professional certifications to enable the support within Technical Services for embedding of such certifications within the curriculum	E	A/I
2	Knowledge in the practical application and understanding of networks and cyber security including encryption/decryption, security protocols, malicious software and secure programming, hacking and counter hacking strategies and techniques, relevant legal and ethical issues; cyber warfare, cybercrime and cyber terrorism, together with evidenced commitment to pursue relevant professional certifications	E	A /I
3	Knowledge and understanding of datacentre technologies including server management and configuration, SAN and distributed storage, Virtualisation, distributed processing, backup techniques with experience in management/design of datacenter environments	E	A/ I
4	Relevant programming/software development and software analytical skills such as Java, C/C++, disassemblers, assembly language and knowledge of scripting (PHP, Python, Perl, or shell) alongside design systems, network architectures, routers and switches	E	A/ I
5	Ability to deliver Technical Instruction to students in using equipment and processes including devising technical instruction delivery plans, supporting material and assessment of proficiencies, ideally evidenced by relevant experience	E	I
6	Working closely with Technical Services colleagues and Academic staff to oversee the planning, delivery and continuity of support around Networking and Cyber Security Awards ensuring currency with the Award planning and relevant Industry practice	E	I
7	A strong team player with the ability to work collaboratively with a variety of different colleagues and manage demands across a complex technical support environment	E	I
8	Self-motivated and able to use initiative coupled with strong organisational and problem solving skills	E	I
9	Ability to deliver good quality and a supportive student facing service and with a consistent approach whilst working effectively under pressure	E	I
10	Excellent verbal and written communication skills and able to communicate well with both technical and non-technical colleagues across the University	E	A/ I

| 11 | A positive approach to Continual Professional Development both through internal supported learning opportunities and your own drive and ambition to remain current with Networks and Cyber Security technologies | E | I |

*Key [A] Application form	To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'
[I] Interview	To be assessed during the interview process including selection tests or presentation, as appropriate