



Job Description

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| Job Title | Technical Specialist– Cyber & Computing (SUL) |
| School/Service/Institute | Technical Services |
| Normal Workbase | Staffordshire University London |
| Tenure | Permanent |
| Grade/Salary | Grade 6 |
| FTE/Hours | 1.0 FTE |

Job Purpose

- To deliver specialist technical and digital skills training and support across a range of processes linked to teaching and learning, research, and enterprise work in the field of cyber security, computing and across other disciplines as required.

Relationships

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| Reporting to: | Technical Co-Ordinator, Digital, Media & Communications (SUL) |
| Responsible for: | No line management responsibility |

Main Activities

- To provide effective technical support and advice to staff and students specialising in cyber security and computing, supporting specialist technical computer labs, facilities and associated software and hardware user configurations and implementation.
- To work independently and/or alongside other colleagues in delivering detailed inductions, core, and advanced skills sessions and to provide superb student supervision and guidance.
- To provide specialist advice and guidance in the setting up of labs, workshops and studios for timetabled teaching sessions, open access, research, open days, schools, and college events.
- To undertake an ongoing informal assessment of student competence and the effectiveness of skills instruction delivery techniques, including verification of student understanding and attendance.
- To undertake routine calibration, configuration and operation of specialist and non-specialist technical equipment.
- To develop and maintain handouts or guides on the correct use of specialist equipment and/or to help demonstrate good skill techniques.

- To assist in the management of resources including recommendations for improvements, the preparation of orders, ordering/issue of consumable materials and associated stock and storekeeping tasks and administration of inventories.
- To assist with the planned maintenance, repair and servicing including problem solving related to specialist technical equipment.
- With the assistance and guidance of Digital Services, to provide hands-on support for troubleshooting and resolving of technical issues with all equipment onsite including PCs, network equipment and audio-visual Equipment.
- To liaise closely with academic and other technical staff in relation to teaching facility developments and support requirements.
- To identify new technological developments and distribute knowledge within the team, making recommendations and suggestions to the Technical Services Manager on future investment needs within technical areas.
- To ensure that Health and Safety legislation and regulations are adhered to and that technical areas are kept in a safe and orderly manner, including facilitating the implementation of a Health and Safety policy and providing advice on safe working practices.
- To contribute to regular Health and Safety audits and/or inspections and write risk assessments for technical activities as necessary.
- To encourage collaborative work between all technical teams across the University, building strong working relationships and promoting the effective use of resources and ensuring that shared objectives are achieved.
- To provide technical support for research projects as required.
- To assist with enterprise and commercial work by providing technical knowledge and skills when required and promoting University facilities for enterprise activities.
- To assist in the delivery of technical cover when dealing with external consultancy.
- To provide support cover across other technical subject areas as and when required, according to individual technical expertise.
- To proactively engage in and fully support any initiatives introduced to raise the profile of the technical team.
- To provide support when required on university open days and recruitment events, including weekend working.
- To undertake other such responsibilities as may reasonably be required by the Technical Co-Ordinator, Head of Technical Services and/or Technical Services Manager.
- To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy

Special Conditions

There will be a need for the postholder to work occasional weekends to cover marketing and recruitment activities.

The postholder will be required to travel and represent the University in the UK and Overseas as required.

Professional Development

The University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This framework supports postholders to identify appropriate development opportunities. Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

Variation to Job Description

The 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 postholder will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Application Procedure

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

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The University will use anonymous application forms for this role; however, we recognise that applicants may want to include additional information. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.