

Role Descriptor

Role Title:	Technical Specialist (Surface Decoration)
School/Service:	Infrastructure
Normal Workbase:	Your normal place of work is the Stoke Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
Grade:	6
Role Family:	Technical Expert
Reporting To:	Technical Services Manager
Responsible For:	None

Summary of the Role

Provision of technical expertise and instruction to underpin use of specialist facilities, providing expert level support for complex technical issues, designing and delivering training programs and technical instruction and assisting in the planning, execution and management of technical projects.

Key Accountabilities

1. Provide expert-level support for complex technical issues, including diagnosing, troubleshooting and resolving problems related to equipment or software and ensure timely and effective resolution of technical issues to minimise disruptions.
2. Install, configure, maintain and operate technical equipment according to University requirements and best practice. Ensure that systems are set up correctly and optimised for performance and security.
3. Monitor the performance and health of technical equipment, perform regular maintenance tasks, and health and safety audits to ensure equipment reliability and safety.
4. Create and maintain teaching materials and detailed documentation for technical processes and troubleshooting procedures. Develop materials and provide technical training and instruction to staff, students, external collaborators and other technical staff.
5. Assist in the planning, execution and management of technical projects such as laboratory, studio and workshop upgrades, or major equipment replacement. Collaborate with project teams to ensure that technical aspects are completed successfully and align with project goals.

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6. Communicate effectively with staff, students, external parties and stakeholders to understand their technical needs and provide solutions. Manage expectations and provide updates on the status of issues, projects and service requests.

Role Dimensions

Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Degree or equivalent level qualification in a relevant discipline

Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Experience, knowledge and skills working within a similar practice setting and/or technical environment
- Knowledge of Health and Safety legislation and an ability to proactively research, update and maintain safe working practices
- Experience of providing excellent service to students/customers
- Experience of developing innovative teaching materials for technical processes
- Experience of supporting technical projects such as system upgrades, integrating digital and traditional processes and software deployments
- Demonstrable knowledge and hands-on experience with large scale print processes and surface decoration techniques
- A broad skillset including traditional printed textiles, screen preparation, dying techniques, embellishment techniques, digital print and applied processes

Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Technical Expert role family as follows:

Self-Aware and Never Stops Learning

Invests time in their own development - seeks feedback and works to role model the University values. Holds their hands up to mistakes and learns from them. Is genuine and straightforward in their dealings with others. Demonstrates tact and diplomacy in difficult situations, reflecting on the learning in every situation, good and bad.

Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

Personal Credibility

Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

Digital

Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organizational change.

University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are 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.

Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.



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