

# Role Descriptor

<b>Role Title:</b>	Technical Assistant (INF24-056)
<b>School/Service:</b>	Infrastructure
<b>Normal Workbase:</b>	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.
<b>Grade:</b>	4
<b>Role Family:</b>	Technical Expert
<b>Reporting To:</b>	Technical Services Manager
<b>Responsible For:</b>	None

## Summary of the Role

Maintenance of technical and specialist equipment located in technical areas together with responsibility for specific technical equipment located across the University.

## Key Accountabilities

1. Provide first-line technical support by assisting with basic troubleshooting and resolving common technical issues. Escalate more complex issues to senior technical staff as needed.
2. Assist with routine maintenance tasks, such as software updates, system patches and hardware checks. Ensure that all systems are up-to-date and functioning correctly to support smooth operations.
3. Manage inventory of technical equipment and supplies, including tracking and ordering hardware and software. Assist with the setup, installation and configuration of new equipment, as well as maintaining records of equipment usage and status.
4. Maintain accurate records of technical issues, service requests, and resolutions. Document procedures, configurations and system changes to support knowledge management and ensure consistency in technical operations.
5. Interact with staff and students to provide assistance, answer questions and address technical concerns. Communicate effectively to ensure clear understanding of issues, solutions, and service status.
6. Provide administrative support to the technical services team, including scheduling and preparing reports. Assist with project-related tasks, such as tracking progress and managing documentation.

Fair and Inclusive • Curious and Daring • Ambitious and Inspirational • Innovative and Enterprising

## Role Dimensions

### Qualifications

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

- Educated to A/T level or equivalent qualification in a relevant discipline or equivalent experience in a technology subject/area.
- Willingness to update training and qualifications to maintain safe working practices.

### Experience and Knowledge Requirements

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

- Knowledge of general science, technical resources and practices
- Knowledge of health and safety legislation in relevant area of work
- Experience of providing excellent customer/student service

### 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 organisational 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.