



Job title	Lead Support Technician	Job family and level	Technical Services Level 2
School/ Department	Faculty of Engineering	Location	University Park Campus

Purpose of role

This role is part of the technical services team in the Faculty of Engineering. The team consists of over 130 technical staff working alongside students and staff to deliver outstanding teaching and research across the faculty. The role holder will be a member of the Infrastructure Support team, based at our largest UK campus, University Park.

The role holder will act as the Lead Infrastructure Support Technician, providing support across the Faculty's six departments and 21 research groups as required.

The role holder will provide technical support in all aspects of office moves, lab moves, storage of items and equipment installations across all faculty buildings. To act as the first point of contact for all job requests, to manage, schedule and prioritise all submitted requests (verbal or emailed via the dedicated Faculty system) for support to ensure all request are dealt with in a professional manner. Ensure all technical staff (permanent, seconded level 2, 3 or temporary hired), working as support technicians, have sufficient direction and support and have been trained to carry out the tasks they have been asked to do. You will also provide assistance, when required, to the faculty engineering stores, performing the duties of the existing TS2 stores staff.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Support Technician duties</p> <ul style="list-style-type: none"> ▪ Acting as the first point of contact for handling requests for Support Technician works from across the Faculty of Engineering. ▪ Responsible for running the e-mail requests process. ▪ Planning the day-to-day and weekly workload for the team to ensure requests are handled in a timely and logical manner. ▪ Requesting technical support with larger tasks including, general equipment office moves, general technical support and minor infrastructure improvements and supervising staff when drafted in on an ad hoc basis. ▪ General technical assistance supporting areas and operations within the Departments and the Faculty of Engineering. Supporting teaching and research activities as required ▪ Tasks include, putting up shelves in offices, wipe and pin boards, repair and replace locks, putting up clocks, installing large computer / 	65%

	<p>TV screens on office wall, relocating computer systems. Ensuring any assisting staff member has the correct level of supervision to do the tasks requested and providing training where required.</p> <ul style="list-style-type: none"> ▪ Use of general basic workshop machines, as skills and training allow. 	
2	<p>Stores Support</p> <ul style="list-style-type: none"> ▪ Receive goods and parcels as they arrive and sign them if needed(OCOS) ▪ Delivery of items to Faculty buildings ensuring items go to the correct locations ▪ Informing staff (via email) of their delivery and location ▪ Goods receive deliveries and record GRN for finance ▪ Filing GRN paperwork and archiving ▪ Fulfilling stores requisitions for staff and students (including cutting of materials) ▪ Use of Unicore System for processing requisitions and Goods receiving 	25%
3	<p>Team Management</p> <ul style="list-style-type: none"> ▪ Supporting and supervising seconded and temporary staff brought into the team at times of peak demand. Ensuring they are trained correctly and confident to undertake any of the tasks assigned to them. Ensuring they have been trained to the correct level of Health and Safety. Training all staff to ensure they address all staff groups and situations in a professional manner. 	5%
4	<p>Health & Safety</p> <ul style="list-style-type: none"> ▪ Monitoring health and safety of the team as they carry out their daily tasks in a safe manner. Assisting in producing risk assessment when required and working to current risk assessment. Able to clearly identify when there is a need to seek advice, assistance or additional support with a task from more senior staff. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> Well developed literacy and numeracy skills Planning and organizational skills Basic DIY Skills Ability to communicate clearly to non-specialist and senior level personnel 	<ul style="list-style-type: none"> Computer skills including Microsoft Word, Excel and Teams software Basic machine tool operation
Knowledge and experience	<ul style="list-style-type: none"> General experience in manual handling Ability to organize tasks to meet deadlines for self and others 	<ul style="list-style-type: none"> Experience working in an Engineering environment. Experience in the operation of heavy lifting equipment. Experience in the operation of fork lift trucks
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> Considerable work experience in a relevant role. <p>Or</p> <ul style="list-style-type: none"> A minimum of two A-levels in relevant subjects, or equivalent vocational qualifications (NVQ, City & Guild), plus some experience in a relevant role. 	<ul style="list-style-type: none"> First Aid At Work qualification
Statutory, legal or special requirements	<ul style="list-style-type: none"> Awareness and understanding of Health and Safety in the workplace Full Clean UK Driving Licence (for driving the faculty van to make deliveries). 	



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others



