It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Electrical Engineering Technician
EHA2035-0521

Reporting to: Head of Department of Computer Science

Accountable to: Dean of Faculty of Arts & Sciences

The Post

The post holder will act as a support technician, working within the Department of Computer Science, Faculty of Arts & Sciences. They will work as a key member of the Team by providing a proactive technical support service for the Department and specifically its engineering provision to maintain excellent availability of student electrical engineering laboratories, support academic staff in lab-based teaching and contribute to the development of Technology Enhanced Learning initiatives. Close working with the Department's staff will be a key element of the role. The post holder will be required to work flexibly. Duties and working patterns may vary according to service needs.

Main purpose of the post

To provide practical technical assistance for the learning and teaching activity of the electrical engineering subject within the Computer Science Department.

To maintain equipment in electrical engineering laboratories to ensure up-to-date configuration and excellent availability.

To participate as appropriate in Computer Science Department wide projects and operations.

To contribute to the development and management of an effective Learning Service.

Specific Duties and Responsibilities

1.To provide practical technical assistance with classroom learning support for the learning and teaching activity of the electrical engineering subject within the Computer Science Department.

- Assist tutors to prepare for and deliver a suitable classroom learning environment by providing technical support in a timely fashion.

- Provide a proactive classroom learning support service including support for teaching sessions, drop-ins and one-to-one support, which is responsive to the needs of the engineering staff and students of the Department of Computer Science.

- Administer loan of portable equipment and maintain appropriate records.

- Administer and promote access to software through, for example, the MSDN Academic Alliance.

- Provide technical support for staff and students in the Department's use of Technology Enhanced Learning.

- Liaise as appropriate with IT Services, Learning Services and other Edge Hill University colleagues and collaborate where necessary to ensure successful service provision and excellent levels of service availability.

2.To maintain equipment in electrical engineering laboratories to ensure up-to-date configuration and excellent availability.

- Assist with the procurement of equipment within the scope of the role.

- Set up, install, configure and upgrade a range of test and measurement laboratory (and other) equipment for practical sessions, demonstrations and assessment purposes.

- Maintain equipment as necessary and ensure a system of proactive maintenance.

- Update and install software as required. Test new software, new installations and configurations of software.

- Troubleshoot general IT problems, software and hardware issues and liaise with appropriate internal and external organisations to ensure timely resolution of faults.

- Administer software licenses, technology inventory and fault logs.

- Document and update procedures, as necessary.

3.To participate as appropriate in Computer Science Department's wide projects and operations.

- Provide assistance to staff and students in research and other development projects.

- Provide proactive and timely assistance for open days and other outreach activities.

-Contribute significantly to the implementation of the Department's Technology Enhanced Learning strategy, where appropriate.

- Participate in generic induction learner support as required.

4.To contribute to the development and management of an effective Department.

- Participate in staff development activities and develop new skills and awareness to meet the changing needs of the service.

- Provide statistics and reports, as necessary.

- Participate and contribute to the work of the internal committees and project work groups as required.

- Maintain an active interest in ICT developments.

- Perform administrative duties as required by the role.

- Demonstrate excellent customer care.

- Perform any other duties as required by the Head of Department.

In addition to the above all Edge Hill University staff are required to:

a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety

b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons

c) Undertake appropriate learning and development activities as required

d) Participate in Edge Hill's Performance Review and Development Scheme

e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 4, Points 15-18

£21,814 - £23,754 per annum

Hours: 36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Electrical Engineering Technician
EHA2035-0521

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to a relevant first degree or substantial equivalent industrial experience	*		A
2	A Bachelor's degree with Honours in Electrical Engineering		*	A
3	Relevant professional qualification where appropriate		*	A
Experience and Knowledge				
4	Technical support of PC hardware and software in a Networked PC environment		*	S/I
5	Experienced in the use of Microsoft Operating systems, database, word processing and spreadsheets	*		A
6	Experience of working in the Higher Education sector		*	A
7	Experienced in the use of test and measurement equipment	*		S/I
8	Knowledge of a VLE		*	A
9	Familiarity with a range of software including Matlab.	*		S
Abilities/Skills				
10	Able to work on own initiative without supervision and as part of a team	*		A/S
11	Proven problem solving, organisational and prioritisation skills	*		I/A/S
12	Able to work effectively under pressure and meet deadlines	*		I/A/S
13	Able to operate flexibly and reliably	*		A
14	Able to pay attention to detail	*		A
15	Able to maintain confidentiality	*		I/A/S
16	Excellent communication skills both oral and written	*		I/A
17	Excellent demonstrable customer care skills	*		I/A

*Method of Assessment
(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)
Please note that applications will be assessed against the Person Specification using this criteria.