



# Edge Hill University

## Electrical Engineering Technician- Department of Computer Science

**Reference:** EHA2035-0622

**Salary:** £22,254 - £24,174 per annum, pro rata  
Grade 4, Points 15-18

**Contract Type:** Permanent

**Hours:** Full Time (36.25 hours per week)

**Location:** Ormskirk



**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.**

**Edge Hill  
University**

**Job Description for the post of:**

**Electrical Engineering Technician- Department of Computer Science  
Full Time  
Permanent  
EHA2035-0622**

**Accountable to:** Dean of Faculty of Arts & Sciences

**Reporting to:** Head of Department of Computer Science

### **About the Role**

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 job**

1. To provide practical technical assistance for the learning and teaching activity of the electrical engineering subject within the Computer Science Department.
2. To maintain equipment in electrical engineering laboratories to ensure up-to-date configuration and excellent availability.
3. To participate as appropriate in Computer Science Department wide projects and operations.
4. To contribute to the development and management of an effective Learning Service.

## 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.
2. Assist tutors to prepare for, and deliver a suitable classroom learning environment by providing technical support in a timely fashion.
3. 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.
4. Administer loan of portable equipment and maintain appropriate records.
5. Administer and promote access to software through, for example, the MSDN Academic Alliance.
6. Provide technical support for staff and students in the Department's use of Technology Enhanced Learning.
7. 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.
8. To maintain equipment in electrical engineering laboratories to ensure up-to-date configuration and excellent availability.
9. Assist with the procurement of equipment within the scope of the role.
10. Set up, install, configure and upgrade a range of test and measurement laboratory (and other) equipment for practical sessions, demonstrations and assessment purposes.
11. Maintain equipment as necessary and ensure a system of proactive maintenance.
12. Update and install software as required. Test new software, new installations and configurations of software.
13. Troubleshoot general IT problems, software and hardware issues and liaise with appropriate internal and external organisations to ensure timely resolution of faults.
14. Administer software licenses, technology inventory and fault logs.
15. Document and update procedures, as necessary.
16. To participate as appropriate in Computer Science Department's wide projects and operations.
17. Provide assistance to staff and students in research and other development projects.
18. Provide proactive and timely assistance for open days and other outreach activities.



19. Contribute significantly to the implementation of the Department's Technology Enhanced Learning strategy, where appropriate.
20. Participate in generic induction learner support as required.
21. To contribute to the development and management of an effective Department.
22. Participate in staff development activities and develop new skills and awareness to meet the changing needs of the service.
23. Provide statistics and reports, as necessary.
24. Participate and contribute to the work of the internal committees and project work groups as required.
25. Maintain an active interest in ICT developments.
26. Perform administrative duties as required by the role.
27. Demonstrate excellent customer care.
28. 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

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**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 for the post of:

### Electrical Engineering Technician- Department of Computer Science

#### Full Time

#### Permanent

#### EHA2035-0622

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

**Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).**

		Essential	Desirable	Method of assessment (I/A/S/T/P)
<b>Qualifications</b>				
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
<b>Experience and Knowledge</b>				
4	Technical support of PC hardware and software in a Networked PC environment		*	A/I
5	Experienced in the use of Microsoft Operating systems, database, word processing and spreadsheets	*		S/I/T
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		*	S/I
9	Familiarity with a range of software including Matlab.	*		S/I
<b>Abilities and Skills</b>				
10	Able to work on own initiative without supervision and as part of a team	*		S/I
11	Proven problem solving, organisational and prioritisation skills	*		S/I
12	Able to work effectively under pressure and meet deadlines	*		S/I
13	Able to operate flexibly and reliably	*		S/I

14	Able to pay attention to detail and maintain confidentiality	*		S/I
15	Excellent communication skills both oral and written	*		S/I
16	Excellent demonstrable customer care skills	*		S/I

## How to Apply

When you are ready to start the formal application process, please visit [www.edgehill.ac.uk/jobs](http://www.edgehill.ac.uk/jobs) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

For informal enquiries about this vacancy you may wish to contact: **Professor Ray Sheriff, Associate Head of Department - Engineering** at [Sheriff@edgehill.ac.uk](mailto:Sheriff@edgehill.ac.uk)

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 23:59 on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

*At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.*