

GENERIC ROLE PROFILE

Job Title: Technician I

Grade: G3

School/Division: [school] – Technical Services

Location: [location]

Responsible to: [job title of line manager]

Key contacts: [job title of key contacts].

Role description:

To assist in effective high quality [teaching and/or research support] within [group/department] relating to [can include one or more of laboratories, teaching laboratories, workshops, theatres, classrooms, studios, or controlled environments.]

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- Proactively raising issues arising in advance for discussion and resolution
- Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
- To act as an ambassador for the service, with a focus on customer service and delivery.

2. Communicating effectively with all stakeholders

- As directed, assist in the editing of local guidelines ensuring that content relating to own areas is clear and understandable to readers, up to date and accessible

3. Providing support, information and guidance to staff and students.

- To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, referring to others as appropriate more complex issues or ones that are outside of normal practice
- Referring staff and students to procedures and processes when needed

4. Liaising with colleagues with similar areas of responsibility and being

to be operated may include autoclaves, pH meters, balance and centrifuges together with specialist computer equipment).

- Assist clearing vacated labs in your area. Recycling or disposing of unwanted equipment with direction from Technical Supervisor or Technical Services Manager
- Following direction from Technical Supervisors, undertake the day-to-day provision of prep-room work, including media-prep, glassware prep, autoclaving and dish washing.

Teaching Specific

- To assist in the planning, ordering, preparing, constructing and laying out (/erecting or packing for fieldwork activities) of [teaching and/or project] materials and equipment according to schedule or instruction to ensure that [classes/experiments] run in a timely professional manner. This will also include the clearing and cleaning subsequent to the [classes/experiments]
- To assist in activities associated with specific practical classes and projects within the teaching schedule.

8. Able to apply sufficient knowledge of relevant university systems and procedures and an awareness of activities in the broader work area.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to work with specialist equipment and techniques of [area]
2. [