

**Store Technician (1.0 FTE)
Technical Support Department
Permanent**

The Role

Job Title	Store Technician
Location	Digital Media Studio – Reid Building
Reports to	Head of Technical Support through the Team Leader
Purpose	The post holder will be assigned to the Digital Media team. The role holder's duties are to provide an effective and efficient equipment-loan service for the Technical Support Department and be responsible for the day to day stock control, loan-procedures & maintenance of the departmental video, audio, presentation and other related equipment. The role-holder will also be available to advise on stock and non-stock items and to process purchase requisitions.
Organisational Chart	See Appendix II

Dimensions

- All technical areas within the GSA are, in principal, seen as a common resource and as such will cater for staff and students from across GSA.
- The role holder will be responsible for approx. 650+ items of stock.

Area

- Media Studio, Reid Building.

People

- Staff
 - Working closely with other Digital Media technical staff (approx. 5.4 FTE)
 - Working with technical staff from across TSD (approx. 35)
 - Academic staff from across the school
 - Administrative and professional support staff from across the school
- Students
 - The DM store is available to all GSA students plus the staff of GSA but currently averages 30 users daily.

Key Accountabilities -

The postholder will be responsible for:

- Smooth running of the central TSD store function;
 - checking in/out of equipment via online booking system (connect2)
 - checking in/out of equipment not in online booking system
 - checking of equipment for completeness and faults when signing in/out
 - logging of faulty/broken equipment
 - logging of equipment brought back late
 - provision of advice to students on equipment choice and use
 - providing equipment for teaching sessions
- Maintaining and updating equipment loan database (Lorensbergs Connect 2 - training will be provided);
- Training and advising students in the safe use of all media studio equipment;
- Discussing and demonstrating to students appropriate techniques to achieve their creative aims;
- Assisting students and staff in the preparation of required projects;
- Providing inductions and technical tutorials with students as required;
- Updating of pages on media studio equipment website and VLE (Canvas)
- Other administrative duties related to store operation as required;
- Maintenance of equipment and materials within the store
 - Planned routine maintenance of equipment within the store
 - First line troubleshooting and basic repair of equipment within the store
 - updating of system software/firmware of equipment
 - organisation and follow up of equipment repair/replacement in line with media studio procedures
 - maintaining all relevant maintenance records and other documentation
- Ensuring high level of orderliness and cleanliness are maintained;
- Security and general upkeep of equipment and store room in line with Health and Safety requirements;
- Ensure that the environment in the equipment store complies with the Health and Safety policy and procedures of GSA and carry out suitable risk assessments on hazardous activities, equipment and processes;
- Work with team leader to ensure future relevance of equipment base;
- Attending appropriate training courses when required as part of GSA's staff development programme;
- Any other duties as reasonably requested by the Head of Dept/Head of School;
- Some evening work may be required.

Key Challenges

Whilst maintaining, a safe working environment in compliance with Health & Safety directives at all times, the postholder will be expected to:

- Show flexibility and adaptability in meeting job demands
- Cope effectively with sometimes-heavy work load

- Cope effectively with physical demands of moving equipment safely
- Provide feedback to the immediate and wider team in order to provide appropriate services to the student & staff body
- Interpret student project requirements to provide suitable equipment and advice
- Have an excellent understanding of a wide and evolving range of audio, video and other digital production and presentation equipment

Relationships

- Internal Contacts:
 - Other technicians within the Digital Media technical team and across the Technical Support Department
 - GSA support staff
 - Student and staff users of the TSD store

Background Experience/Qualifications

The postholder will have:

- HND level (or equivalent) qualification in a related area, and/or experience of working within a related discipline;
- Experience in the safe operation and basic maintenance of A/V & A/V related equipment: video cameras, DSLRs, audio recorders & microphones, tripods & stands, projectors, media players, etc.
- An understanding of the creative use of above equipment;
- Computer skills in office tasks and basic database maintenance;
- Skills in Adobe Creative Suite;
- A sound knowledge of Health and Safety regulations and procedures;

Person Specification

The postholder will:

- Have excellent inter-personal skills for dealing with students, staff and immediate colleagues;
- Approachable with a flexible attitude;
- Be a motivated team player;
- Have well developed organisational skills, including the ability to manage own workloads without close supervision;

- Have an enthusiastic and flexible approach to experimentation and diverse student ideas;
- Display a proactive approach towards awareness of new approaches, materials, techniques & processes and updating personal skills;
- Have a professional attitude;
- Have a proactive and committed approach towards Health and Safety issues;
- Show commitment to Equal Opportunities and diversity.

Terms and Conditions

Contract	Permanent
Probationary Period	It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.
Salary	Grade 5 £27,025 -£31,302
Hours	35 hours per week
Holidays	30 days plus 11 statutory holidays per annum
Pension	Local Government Superannuation Scheme
Notice Period	1 month

TECHNICIAN – GENERIC ROLE DESCRIPTION

Communication

- Communicating with students on individual projects which includes:
Providing instruction on technical aspects/methods;
Discussing conceptual ideas with a view to helping materialise them on a practical level;
Providing advice on project specific issues e.g. material costs, timescales etc;
- Providing guidance on Health & Safety related issues;
Delivering inductions and demonstrations to groups of students;
- Communicating/conferring with colleagues on technical related matters;
- Devising learning materials to be used by students and/or guidance manuals for machinery/equipment for use by students staff;
- Maintaining stock records;
- Preparing Health & Safety reports;
- Responding to e-mail requests for information.

Teamwork & Motivation

- Participating in and contributing to the team by providing effective technical support to students and staff and playing an instrumental role in ensuring the smooth and efficient running of the workshop.

Liaison & Networking

- Liaising daily with students on on-going projects;
- Liaising with internal support departments including Estates, Finance, HR and Health & Safety as well as academic departments in order to build relationships and contacts to facilitate the future exchange of information;
- Liaising with and establishing effective working relationships with peers in other departments within the School.
- Liaising with external contacts/bodies, e.g. suppliers, enquirers, maintenance companies etc.
- Attending staff-student consultative meetings and technical team meetings.
- Attending academic departmental meetings as appropriate.

Service Delivery

- Providing an efficient and high standard of service by responding promptly to requests for technical support from students and staff and/or directing them to the appropriate technician/workshop if necessary;
- Contributing to the quality of service provided by identifying any short falls and recommending improvements;
- Anticipating and pre-empting requirements of relevant parties by adopting a proactive approach and initiating contact, working within the institution's overall procedures and policies.

Decision-making

- Exercising decision-making skills when assessing e.g. when to grant access to the workshop, which method/process to adopt with regards to individual projects, when to re-stock supplies etc;
- Making collaborative decisions with colleague(s) and immediate line manager, for example when planning future projects and/or workshops in line with the academic timetable;
- Inputting into the decision-making of others by recommending improvements to processes and purchasing equipment and stock.

Planning & Organising

- Planning, prioritising and organising own work in order to achieve agreed objectives;
- Contributing to the planning and organising of Departmental and/or School-wide events, e.g. inductions, Degree Show etc.

Initiative & Problem-solving

- Showing initiative and creativity to resolve student/staff problems (project specific) where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning and weighing up of pros and cons of different approaches;
- Identifying and assessing practical options that will help students/staff realise their ideas.

Analysis & Research

- Researching technical developments in the field in order to remain abreast of new processes, methods, materials, equipment etc.;
- Analysis of stock levels in line with ongoing projects.

Sensory & Physical Demands

- Carrying out tasks which require either learning certain methods or routines or involve moderate physical effort e.g. operating machinery or equipment to perform detailed operations, safely lifting large or heavy objects etc.;

Work Environment

- Understanding how the work environment could impact on own work or that of students and colleagues;
- Undertaking standard actions, in line with Health & Safety requirements/guidelines, to adapt to the environment;
- Using, and monitoring students use, of protective equipment e.g. when handling hazardous chemicals, operating dangerous machinery etc.

Pastoral Care & Welfare

- Showing sensitivity to those who may need help or, in extreme cases, are showing signs of obvious stress, initiating appropriate action by involving relevant people e.g. HoD or student support services;

Team Development

- Advising, guiding or assisting new starters/colleagues within own team on standard information or procedures;

Teaching & Learning Support

- Introducing students or others who are new to the area to standard information or procedures;
- Providing teaching or training on methods, processes and procedures, providing feedback during the event;
- Designing workshop content or learning materials within existing frameworks and making appropriate modifications to existing materials on the basis of the knowledge or experience of the learner(s);

Knowledge & Experience

- Applying working knowledge of theory and practice, sharing this knowledge with others as appropriate for example, the ability to interpret rules, procedures and regulations and provide advice to others on how technical processes should be undertaken;
- Demonstrating continuous professional development by acquiring relevant skills and competencies.

APPENDIX II

