Technical Support Officer (1.0 FTE)
Technical Support Department

The Glasgow School of Art

The Glasgow School of Art is one of Europe's leading independent university-level institutions for the visual creative disciplines. Our studio-based, specialist, practice-led learning and research draws talented individuals with a shared passion for visual culture and creative production from all over the world.

Originally founded in 1845, today we have 2150 students studying across architecture, design, digital, fine art and history and theory. As we develop new academic programmes and enhance our areas of expertise and inter-disciplinarity, our ambition towards 2018 is to grow our student community in Glasgow by 25%, and continue to grow our research profile and campuses in Singapore and the Scottish Highlands and Islands. Our internationalisation strategy is embedded across our academic programmes and research, connecting the GSA with some of the world's leading universities and specialist higher education institutions.

Recognised by the Scottish Funding Council as an independent, specialist institution the GSA is an important and integral part of Scotland's higher education provision. Working in partnership with universities across Scotland and the UK, our degree programmes are validated by the University of Glasgow. The University of Glasgow has validated our programmes since 1992 and whilst the Senate of the University has ultimate responsibility for the awards, there is maximum delegation to the GSA for its own quality assurance procedures. The School, through its Academic Council, is also responsible for the development, monitoring, evaluation and updating of its academic framework.

Our 185 academic staff, 80% of which are research active, form a strong creative community united in the ambition to see GSA positioned as a global leader in studio based research and teaching, transforming thinking by developing creative approaches with new audiences, locally, nationally and internationally. As one of the UK's largest and most intensive research communities for the visual creative disciplines, GSA's research activity is clustered into the following interdisciplinary themes:

- Architecture, urbanism and the public sphere
- Contemporary art and curating
- Design innovation
- Digital visualisation
- Education in art, design and architecture
- Health and wellbeing
- Material culture
- Sustainability

Moving forward GSA has ambitious plans to develop its research profile further through internal collaboration and new partnerships with National and International Organisations. We recognise the distinctive contribution made by visual creative disciplines within the rapidly growing interdisciplinary research agenda and seek to position GSA as a global leader in this field. This will involve development and mentoring of GSA's own research talent, recruitment of the best new staff, the securing of higher

levels of external research funding to support research projects and further growth in the scale and activity of GSA's PhD community.

While we are firmly rooted in Glasgow, one of Europe's leading creative cities, we are international in outlook with one of the UK's highest percentages of international students and one of Scotland's largest percentages of students from the rest of the UK. Over the last five years over £65 million has been invested in our estates including the recently opened Reid Building. Further investment is currently being planned which will create a cohesive creative campus with the iconic Mackintosh Building at its core.

We have a total income of over £30m, and our aim is to cultivate conditions in which the GSA can continue to achieve great things through what we do, with whom we do it and through creative approaches build on our existing strengths and distinctive assets, in order to:

- Achieve excellence and leadership in student-centred studio-based learning
- Engage with new audiences through inter-disciplinary research
- Extend our global reach and creative engagement
- Be a robust and efficient institution – maximising our resources and our potential

The Studio

Our studio-based approach to learning and innovation has particular relevance in the 21st Century. The place of the studio in creating the environment for inter-disciplinarity, peer learning, critical enquiry, experimentation and prototyping can help to address many of the grand challenges confronting society and contemporary business. It provides space to bring disciplines together, exploring problems in new ways to find innovative solutions. Studio is at the heart of our pedagogy, how we work and how we engage with others.

THE GLASGOW SCHOOL OF ART

The Role
_____

Job Title   Technical Support Officer (Design)

Location   Central

Reports to   Head of Technical Services

Purpose   The TSO work closely with a nominated school as an
                             'account manager', cultivating communication channels
                             between the Technical Support Department and the wider
                             academic body.

                             Whilst leading a small cross disciplinary team, they will
                             assist with planning operations and contribute to the
                             strategic direction of TSD and to support, promote and
                             develop a strong Team-based ethos within the Department.

Dimensions

The post combines a key leadership role whilst maintaining a student facing technical
role within the field of publishing and media when required.

Principal Accountabilities

Main Responsibilities:

- Establishing and maintaining high level communication channels to programme
  leaders and other senior academic staff;
- To provide day to day line management to small cross disciplinary team;
- To support and actively encourage continuous professional development, skills
  acquisition and training across the technical teams;
- To develop and coordinate the delivery of a suite of digital skills workshops to meet
  the needs of students from across the school, calling on the skills of staff from
  across TSD where required;
- To work with the Head of Technical Support and other TSOs to develop and
  implement TSD objectives and policies and to facilitate planning and timetabling
  requirements;
- To provide expert support and advice for staff and students in the field of publishing
  and media;
- Deputising for the Head of Technical Support at School committees and at external
  events when required.

THE GLASGOW SCHOOL OF ART

Duties of the Post holder:

- To negotiate with academic staff and specialist team leaders to design, plan & implement a common timetable for access to technical resources;
- To communicate directly with academic & technical staff to influence TSD strategic planning and facilitate program, project & facilities development;
- To take a lead role in planning and coordinating with other team leaders as appropriate, technical support for events such as e.g. Degree Show, including allocation of equipment, clearing of studios and assembling of spaces;
- To ensure that team members are engaged in continuous professional development by conducting career reviews, and to coordinate the implementation of development and training plans;
- Being responsible for the pastoral care and welfare of those within their own Team, being the first point of contact for welfare issues and dealing with these as a normal and routine part of the role in a confidential and sensitive manner;
- Dealing with disciplinary and other performance issues by following standard procedures for the institution and seeking guidance and support from the Head of Technical Support and/or HR;
- Liaise with academic departmental staff to build and maintain strong links and communication channels to the various schools and departments;
- Ensure consistent implementation of school policies and legislation;
- To monitor workshop activity and review the effectiveness of the services offered;
- Advise Head of Technical Services on:
  - TSD planning and operation
  - Developing TSD operational plans
  - Reviewing and amending TSD operational systems
  - Financial planning and efficiency monitoring
  - Preparing input for GSA initiatives and reports
- Take a lead role in developing and maintaining TSD online and other published communications;
- Engage with student representatives and attend student meetings as requested and to brief students on TSD developments.

Key Challenges

- Building a strong team ethos with the TSD;
- Ensuring that academic requirements are considered and delivered in an equitable manner;
- Communication exchange;
- Ensuring consistent practices across the Department;
- Keeping students and staff informed.

Relationships

Internal Contacts:

- Head of Technical Services
- Technical Support Officers
- Team members
- Students, undergraduate and postgraduate
- All teaching, research, technical and other professional support staff
- Other Team Leaders
- Health & Safety Officer
- Professional support departments including IT, Estates, Finance and HR.

External Contacts:

- Other FE/HE Institutions
- Industry
- Technical facilities providers
- Equipment providers
- Service providers
- National Technician groups
- Professional bodies

Qualifications and Experience

- Educated to degree standard or equivalent in an area related to digital media, publishing or design;
- A minimum of four years' experience working in the technical field;
- Experience of working in a supervisory/line management role;
- Experience of delivering skills workshops to, and supporting the work of, a range of learners;
- Experience in a professional design capacity with advanced technical knowledge.

Skills

- Demonstrate an in depth specialist knowledge across a broad range of digital media/design/publishing processes with highly developed knowledge of print production workflow;
- Demonstrate a high level of proficiency with specialist design software including Adobe Creative suite software, an interest in the intersection between digital and analog outputs and knowledge of animation and moving image techniques;
- Demonstrate excellent two way communication skills, written and verbal
- Have experience of influencing and negotiating;
- Have excellent administrative and organizational skills with the ability to balance priorities and coordinate the work of the team to meet deadlines and school objectives;
- Have excellent resource management skills;
- Demonstrate the ability to lead and develop a team;
- Be IT literate with knowledge and/or experience of Financial and Budget management;

- Demonstrate problem-solving skills;
- Has capacity to plan, prioritise, organise and deliver competing objectives by appropriately delegating, co-ordinating and monitoring use of resources.

Person Specification

The post holder will:
- Have excellent inter-personal skills for building relationships with students and staff across the school;
- Be committed to providing a positive and responsive professional student service;
- Display a professional attitude, setting high standards and leading by example;
- An ability to motivate staff, to build and maintain a strong team bond and to deliver intra and cross-team objectives;
- Be a clear communicator;
- Be a motivated team player - locally, across TSD and across the school;
- Demonstrate sensitivity to personal and interpersonal issues within the team;
- Demonstrate a proactive and committed approach towards Health and Safety issues;
- Demonstrate a clear commitment to equality and diversity;
- A commitment to continuous professional development and to encourage team members to do likewise;
- Be comfortable working on own initiative and responsive to supervision;

Terms and Conditions

Contract	Permanent
Probationary Period	It is recognized 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 6, £31,076 - £36,001 per annum
Hours	35 hours per week
Holidays	35 days plus 11 statutory holidays per annum
Pension	Option to join the Local Government Superannuation Scheme
Notice Period	1 month

THE GLASGOW SCHOOL OF ART

Appendix 1: Organisational Structure