

**Store Technician (0.5FTE)
Technical Support
6 Months Fixed Term**

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 2300 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 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. 250+ items of stock at a value in excess of £120,000.

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)
 - Administrative and support staff
- Students
 - The DM store is available to all 1900 students plus the staff of GSA but currently averages 30 customers 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.
- Maintaining and updating equipment loan database (Lorensbergs Connect 2 - training will be provided);
- Updating of pages on media Studio equipment website [joomla / wordpress];
- Other Administrative duties related to store operation as required;
- Maintenance of equipment within the store:
 - basic maintenance of equipment within the store;
 - updating of system softwares of equipment;
 - organisation and follow up of equipment repair/replacement in line with Media Studio procedures.

- Running and organisation of the Equipment Store:
 - Ensuring high level of orderliness and cleanliness are maintained in the workshop;
 - Security and general upkeep of equipment and store room in line with Health and Safety requirements.
- 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 workshop load;
- Cope effectively with physical demands of moving equipment safely;
- Provide feedback to the immediate and wider team in order to provide appropriate services the student & staff body.

Relationships

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

Background Experience/Qualifications

The postholder will have:

- A good standard of general education (City and Guilds or above);
- 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;
- Computer skills in office tasks and basic database maintenance;
- An awareness 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 developed organisational 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	6 Months Fixed Term (0.5FTE)
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 3 months.
Salary	Grade 3 £19,305 - £22,214 per annum, pro rata
Hours	17.5 hours per week
Holidays	30 days plus 11 statutory holidays per annum, pro rata
Pension	Local Government Superannuation Scheme
Notice Period	1 month

APPENDIX I

Store Technician ROLE DESCRIPTION

Communication

- Maintaining stock records;
- Contributing to Health & Safety data gathering;
- Contributing to store usage data;
- Responding to requests for information;
- Providing guidance on equipment choice;
- Providing guidance (verbal and written) on online booking system.

Teamwork & Motivation

- Participating in and contributing to the Media Studio and wider team by playing an instrumental role in ensuring the smooth and efficient running of the equipment store and the maintenance of the equipment within.

Liaison & Networking

- Liaising with internal support departments including Estates, Finance, HR and Health & Safety to facilitate the future exchange of information.

Service Delivery

- Providing an efficient and high standard of service by ensuring all equipment is easily located and all housekeeping tasks are completed;
- Responding promptly to requests 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

- 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

- Direct student and staff queries to the correct member of technical staff;
- Troubleshooting of equipment and software

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, 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;

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

- 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;

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

