Job Description: Professional Service Positions

Faculty/Directorate/Service Area:	Faculty Professional Services Directorate
Job Title:	Senior Technician (Media and Digital) – Maternity Cover
Department/Subject:	Technical, Infrastructure and Environment
Salary:	Grade 7 £34,610 - £38,784 per annum together with USS pension benefits
Hours of work:	35 Hours a week/1.0 FTE (Part time work considered)
Contract:	Maternity cover until 18th June 2027
Location:	This position will be based across all university campuses and sites as required

Main Purpose of Post	Faculty Professional Services Directorate works across and within the 3 university Faculties; Faculty of Humanities and Social Sciences, Faculty of Science and Engineering and Faculty of Medicine, Health and Life Science. Colleagues within the directorate will work closely with academic and research colleagues within faculties, with students, and will work closely with other university directorate and service teams. Faculty Technical Team includes colleagues working in a wider range of academic disciplines and university facilities. Whilst Technical staff have academic and/or discipline specialisms, the team are encouraged to work together collaboratively and creatively recognising the benefits from shared working and benefitting from skill and experience sets in other areas. This collaboration and requirement to work across the broader team is also essential to provide resilience within the university. This role as a single subject expert, is part of a team of 3 Senior Technicians with connected roles for resilience – Senior Technicians for Psychology and Digital, Media and Digital and Extended Reality and Digital. Swansea University is a proud signatory of Technician Commitment. This initiative and programme is led by technical staff for technical staff, and all team members are encouraged to play an active role in leadership and/or participation 1. Day to day management of technical support to Media teaching and/or research facilities including the allocation of work and management of technical staff and apprentices. 2. Provide a leading role within Media and Digital facilities working in collaboration with staff, students and other faculties as required. 3. Provide help, advice and support to academic staff, students, researchers and other technical staff. 4. Ensuring maintenance, service, calibration and/or repair of Media specific equipment to meet required needs, liaise with external companies to oversee repair or replacement. 5. Organisation and preparation of clearly defined practical teaching and/or research facilities. 6. Assistance in the delivery of practical sessions in either teaching and/or research environments as required. 7. Training and demonstrations of equipment, software and procedures to users as required. 8. Advise academic staff to develop and adapt experiments for Media facilities and activities. 9. Liaison with the academic leads and support fieldtrips and site visits as required. 10. Collaborate with staff from other departments and associated teaching and research areas, where relevant, in the provision of technical services. 11. Network with other technical staff within the faculty, university and wider higher education or industrial sector to enhance the student and/or research experience e.g. Technician Commitment. 12. Actively engage with University Health, Safety & Resilience and Sustainability Teams in promoting excellent standards in health safety and welfare within defined discipline facilities and ensure university policies and procedures are adhered to. 13. Management of a financial budget, including engaging in the purchasing, procurement process and producing tender documentation as required. 14. To work alongside the team of Senior Technicians and to where required, support and provide cover during absence or busy times to other business needs.

	15. Continually update knowledge and understanding in field to facilitate teaching and/or research.
General Duties	1. To fully engage with the University's Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University's Risk Management Policy.
Professional Services Values	All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality. **We Work Together** We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers. **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.
Person Specification	**Essential Criteria:** **Values:** 1. Demonstrable evidence of taking pride in delivering professional services and solutions 2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. 3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience **Qualification:** 1. Educated to a minimum Level 4 qualification and/or Degree in a relevant discipline and/or evidence of equivalent experience and qualifications commensurate with the roles and responsibilities of the job. **Experience:** 1. Extensive experience of delivering technical support in a technical environment within Media or a closely related field. 2. Demonstratable experience in training and supervising people in the operation of complex and sensitive equipment and processes. 3. Extensive experience of health and safety management in a technical environment.

	4. Innovative approach to integrating technical teaching and commitment to enhancing student experience. 5. **Knowledge and Skills** 1. Able to demonstrate a good understanding of Health and Safety and environmental legislation. 2. Able to prepare relevant materials for Media lab practicals and other learning 3. Able to deliver training/demonstrations to users. 4. Proven, excellent IT Skills. 5. Strong analytical, fault-finding and problem-solving skills. 6. Planning and prioritisation skills to ensure timely procurement of materials and equipment are available when required. 7. Able to prepare and maintain health and safety and environmental assessment processes and documentation within the technical environment. 8. Evidence of the ability to read and understand technical work instructions and to interpret and produce design documents. 9. Willingness to work towards professional registration. 10. Ability to work effectively as part of a multi-skilled team. 11. Willingness to undertake further training in health and safety and environmental management. 12. Knowledge of Extended Reality specific or closely related equipment and facilities, maintenance schedules and associated record keeping. 13. Able to demonstrate good oral and written communication skills. 14. Self-motivated to use own initiative to work independently without close supervision to resolve problems. **<u>Desirable Criteria:</u>** 1. Knowledge of application development. 2. Experience of working within a creative or software development team. 3. Prior experience of delivering technical support in HE environment. 4. A recognised apprenticeship or formal period of training. 5. Registered member of a professional body. 6. Recognised Health and Safety qualification such as NEBOSH or IOSH 7. Relevant Further, Higher or Professional qualifications. 8. Experience of delivering teaching/training to learners/students in Media 9. Understanding of accessibility standards (e.g., WCAG) 10. Experience in managing a budget and financial planning. 11. The ability to communicate in Welsh. 12. Driving License. 13. Understanding of ethical requirements of research.
Welsh Language Level	Level 1 – 'a little' - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course. For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.

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