

**Technician (Teaching Pathway)**

**GRADE 6**

**Job Purpose**

To manage and deliver high quality expert technical services for teaching laboratories including providing specialist technical expertise in the relevant discipline. Responsible for the organisation and efficient usage of teaching lab space including day-to-day running of the lab[s], including equipment, apparatus and consumables, relevant safety regulations and day-to-day management of specialist facilities and technical support staff. Interpret complex problems from staff and students and deliver innovative solutions using expert skills and in-depth knowledge. In addition, the postholder may be responsible for overseeing practical skills labs and workshops for students.

**Main Duties and Responsibilities**

1. Plan, prepare and manage teaching labs and provide specialist technical expertise to service users. Supervise and provide advanced training and support to service users using complex technical resources and/or implementing specialist techniques.
2. Manage the resources within teaching labs including management of technical support staff, operational staff including Modern Apprentices, delegated budgets, lab space and equipment/systems. Ensure operational delivery of technical resources is optimised and seek to continuously improve the technical service.
3. Responsible for the design, development and construction of relevant technical resources for use in teaching labs, ensuring exceptional standards of finish and accuracy, within defined timescales to meet teaching objectives. Advise and decide on what techniques can be best used to meet teaching objectives.
4. Contribute to the acquisition, set up, and maintenance of equipment/systems and the design of analysis strategies, in line with teaching objectives. As necessary, carry out complex data analysis of a range of data, supporting service users to do the same, and identifying trends, problems and anomalies. Present findings clearly.
5. Troubleshoot complex technical issues and provide expert technical guidance to suggest, implement and evaluate improvements to Standard Operating Protocols. Diagnose and rectify faults/problems with specialised equipment, working to safe, professional standards.
6. Monitor standards and technical developments in the relevant discipline/specialism and continue to expand knowledge and skills base through appropriate and tailored CPD.
7. Where relevant, support a range of teaching support administration and work closely with academic staff to define a strategy to deliver a learning outcome.

1. Responsible for all legal, Health and Safety and other necessary requirements associated with running the lab[s] including appropriate awareness and implementation of University policies.
2. To attend and contribute specialist technical input to laboratory meetings with the aim of improving service users’ experience and providing a modern facility appropriate to teaching objectives.
3. Collaborate with colleagues and participate in team meetings/discussions and contribute to the wider College/Institute/School activities as required, including the Technician Commitment key themes, <https://www.gla.ac.uk/myglasgow/staff/technicians/>

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role OR Scottish Credit and Qualification Framework level 8 [Scottish Vocational Qualification level 4, Higher National Diploma] or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills and Experience**

* Demonstrable specialist technical skills aligned to the specified discipline including skills in specialist equipment/systems/techniques. Significant breadth or depth of technical knowledge and recognised as an expert in the relevant discipline. Details of the discipline are as described in the post-specific information and advert.
* Up to date knowledge of relevant legislative requirements applicable to the role, including but not limited to Health and Safety.
* Significant IT skills, including proficient user of relevant specialist or bespoke software packages.
* Significant analytical and problem-solving capability, including high degree of accuracy and attention to detail when dealing with complex data.
* Excellent teamworking skills and where relevant to the post, supervisory or line management skills.
* Proven interpersonal and communication skills, including the ability to understand, conceptualise and interpret technical requirements of a range of service users with varying degrees of ability and adapt own style to meet the needs of others.
* Ability to plan and prioritise work of self and others, along with allocation of resources, to meet the needs of service users.
* Significant relevant experience of providing high quality technical services in a complex environment.
* Experience of working with a range of technical service users, with varying degrees of ability, ensuring their experience is optimal.
* Experience of establishing and managing Standing Operating Procedures and relevant Health and Safety policies and procedures.
* Proven experience of managing competing demands in a fast-paced technical service environment.