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**Technician**

**GRADE 3**

**Job Purpose**

To provide scientific and/or technical assistance, maintenance and laboratory support to academic and student service users. Work will support the smooth and effective running of teaching laboratories and/or assigned research projects in line with the College/School/Group Strategy using a range of equipment/machinery/tools/procedures.

**Main Duties and Responsibilities**

1. Assist in providing technical advice and support to academic and student service users within the specified discipline or assigned research project. Contribute to the overall smooth and efficient running of the lab to ensure an excellent experience for service users.
2. Carry out a range of technical support activities including the use and maintenance of specialist equipment, systems, procedures, protocols, models and/or techniques, following detailed instructions.
3. Implement technical solutions to a range of practical problems, planning work accordingly and referring to a line manager for assistance as necessary.
4. Keep clear and accurate records of research or teaching output, data inputting, cataloguing, logging and maintenance of databases.
5. Contribute to the safe and well-organised functioning of the laboratory. Maintain laboratory areas appropriately and identify and rectify any technical faults/problems. Replenish stock of consumables, stores or basic equipment within set procedures.
6. Provide guidance to service users in the best application and operation of technical resources, within area/level of expertise.
7. 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 4 in English and Mathematics (National 4) or equivalent, and some experience of working in a similar role.

**Knowledge, Skills and Experience**

* Knowledge of relevant systems, equipment, protocols, processes and procedures.
* Experience of undertaking a range of technical support activities without constant guidance.
* Understanding of relevant health and safety policies and procedures relative to the role, and the quality outputs and standards required.
* IT skills including standard software programmes.
* Ability to work effectively with others, including own team and lab users.
* Ability to plan and prioritise workload to meet competing demands.
* Ability to exchange work related information effectively.
* Accuracy and attention to detail.
* Experience of planning and organising own workload to meet the needs of service users.