

Job Title Specialist Technician - Digital Projects

Salary £34,943 - £42,914 per annum

Contract Length Fixed 6 months contract.

Hours/FTE 35

Grade 4

Location King Cross

Accountable to Technical Coordinator Digital

College/Service
Central Saint Martins

Purpose of Role

To provide professional technical expertise, guidance, advice and support in the area of Digital Projects for the delivery of technical activities within Central Saint Martins.

To develop and support the core specialist digital platforms and I.T hardware underpinning video, 3d, advanced computing, creative computing, remote computing and digital media learning and practice.

To undertake the informal and formative training and instruction of students through online guides, group technical workshops, individual troubleshooting and Negotiated Access into IT software and hardware, and demonstration of safe use of technical digital platforms.

To contribute technical input into students' conceptual and creative intention by encouraging and supporting the development of students' confidence and capability with specialist IT systems, resources and equipment including technical online learning, remote digital practice, and onsite student-facing computer suites.

To oversee and as part of a team maintain the IT specialist provision for technical resources, supporting academic delivery within the college, to implement and develop new IT technologies which may benefit the digital experience of CSM students and staff.

Duties and Responsibilities

To assist the embedding of practice and support around the introduction of specialist technical learning resources and platforms.

To take responsibility for and action scheduled support tasks for specific time sensitive projects, provide expert guidance and advice, and oversee the commissioning, maintenance and upkeep of new I.T. equipment including procurement and installation.

To manage and develop the 'Access Anywhere' remote desktop capability in student-facing CSM Digital Media workshop area. To respond to relevant enquiries, providing IT systems support and advice to students and staff at a high technical level, evaluating solutions and resolving problems.

To manage and develop the networked Render and Storage Systems used in student-facing Digital Media workshop suites. To provide IT assistance at a high technical level, ensuring system functional capability, resolving problems and evaluating solutions. To provide on-going support to students accessing this resource.

To undertake support and development of the CSM Technical Moodle online learning resource, assisting the broader Technical team, and in collaboration with the Digital Learning team. To maintain backend support and establish good practice for technicians using the platform.

To support and develop the Online Resource Booking for Technical workshops & Loan Store (Siso Smarthub), to assist colleagues and act as a mentor for technical staff on the site, to troubleshoot and undertake daily support to students and staff, escalating queries and problems where relevant.

To design, produce and develop appropriate learning materials to support effective student access to Digital Media IT platforms, software and equipment i.e. notes and guides about systems, processes and conventions.

To provide expert responsive technical "how to" learning support for staff and students, diagnosing and resolving day-to-day issues for users of the specialist Digital Media IT resources.

To ensure compliance with legislation concerning accessibility and usability in Digital Learning.

To share and develop knowledge and expertise, translating technical ideas to effectively support academic learning and creative art, design and performance practices.

To contribute to the design and implementation of CSM technical IT systems, remote digital creative practice resources and creative software, by demonstrating a high level of independent responsibility for the diagnosis and resolution of IT problems and creative challenges encountered with their use.

To assist in decision-making processes at a higher systems operations level and liaise effectively with Technical Management and the UAL IT team in the course of your responsibilities, to contribute to the development of the college specialist IT resources, and to troubleshoot issues to resolution.

To keep accurate records of IT hardware and software, inventories of equipment and management of software licenses, servicing and repair.

To support, oversee and develop future projects as designated by the Head of Technical Resources.

Additional Duties and Responsibilities

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016-2022).
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- Head of Technical Resources
- Technical Managers
- Technical Coordinators
- University and College staff
- Suppliers and industry partners

Resources Managed:

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): associated learning environments and equipment

HERA Ref:

Signed:

(Recruiting Manager)

Date of last review:

Person Specification: Specialist Technician - Digital Projects

Specialist Knowledge/ Qualifications	<p>Postgraduate (desirable); undergraduate degree in a relevant field, such as IT / Digital Systems and Networks.</p> <p>Experience of demonstrating equipment and techniques related to moving image.</p> <p>Specialist training in computer repair and maintenance, software installation and digital network management.</p> <p>Ability to apply skill, knowledge and experience to area of work; to seek opportunities to learn and improve; to be used as a point of specialist reference by others.</p> <p>Good technical and operational knowledge of digital creative practices, multi-media and visual communication, and the general principles of digital literacy.</p> <p>Good understanding of and familiarity with a range of different content delivery mechanisms (eg. web, mobile, videocast, podcast, etc) and dynamic, collaborative resource development (such as blogs, wikis, etc).</p> <p>Knowledge of pedagogies for online and distance learning (desirable).</p> <p>Understanding of health and safety and risk management in the workplace.</p>
Relevant Experience	<p>Demonstrable expertise across a range of coding languages eg. HTML, Java, CSS, Jamf, Bash, Python.</p> <p>Experience of working in creative production with high bandwidth media storage & render management.</p> <p>Experience of working as a technical facilitator in a higher education computing context.</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media. Able to explain complex technical concepts to a diverse audience in an inclusive and accessible way.</p>
Research, Teaching and Learning	<p>Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.</p>
Planning and Managing Resources	<p>Effectively plans, prioritises and organises work to achieve objectives or projects on time.</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups.</p>
Student Experience or Customer Service	<p>Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues or customers.</p>
Creativity, Innovation and Problem Solving	<p>Identifies innovative and creative solutions to resolve problems.</p>