ual : creative computing
institute

Job Title	**Salary**
Computer & Data Science Technical Coordinator	£41,454 – £49,534 per annum
Contract Length	**Hours/FTE**
Permanent	35 (1.0 FTE)
Grade	**Location**
5	High Holborn
Accountable to	**College/Institute/Service**
Technical Manager	UAL Creative Computing Institute

Purpose of Role

To create and lead a team of technicians to support the new Computer Science and Data Science courses at UAL Creative Computing Institute, ensuring compliance with health and safety legislation, and University policy. This includes developing staff and spaces to support teaching, research, and knowledge exchange activities across the institute, while meeting the high standards of student experience.

The role provides practical and administrative support across the institute towards the development and improvement of the technical area, supporting academic teaching, knowledge exchange and research staff, contributing towards the CCI Social Mission and CCI's events, and exhibitions programmes.

Duties and Responsibilities

- To ensure that key priorities are met on a day-to-day basis for the delivery of technical resources (people, facilities, and equipment).

- To line manage and support the Computer & Data Science team, monitor and coordinate day to day service delivery and user needs, to ensure that service standards are delivered successfully, and to ensure the safe and efficient use of technical resources, escalating key issues to the Technical Manager.

- To contribute to the development of team members in agreement with the Technical Manager, providing coaching/mentoring and training to team members within areas of specialist expertise and regularly cascade information and updates from relevant groups and committees within the Institute/University.

- To monitor service delivery and the needs of users, ensuring that service standards are delivered successfully and escalating key issues to the Technical Manager and/or Head of Technical Resources.

- To liaise with Technical Manager, and with regular and specialist suppliers, when sourcing materials and placing orders. Keep accurate records of transactions and monitor consumables budgets. Ensure the safe and effective use and booking of specialist facilities.

- To undertake health and safety duties and responsibilities appropriate to the role and ensure that workshops and working practices are compliant with current Health and Safety requirements and procedures in accordance with best practice and the relevant legal requirements and responsibilities. Lead the development and implementation of policy in own area, escalating key issues to the Technical Manager.

- To liaise and collaborate with academic staff on the technical requirements for courses in order to provide resources and knowledge that will enhance the curriculum and also offer advice that may impact the direction of the course's practical aspects.

- To support student learning in specific technical areas, delivering workshops inductions and specific one to one support in accordance with course objectives. To advise students and staff on the safe and efficient use of highly specialist technical equipment and processes. providing specialist technical expertise, guidance, and advice in conjunction with required training and support.

- To implement and coordinate professional and statutory schedules of security and safety testing and maintenance for equipment, machinery, tools, and facilities, liaising with technical team members.

- To ensure effective communications with students, academic teams, and university systems. This will include working with IT Services, Estates and Technical Management, supporting the implementation of service changes and perspectives for technical integration, collaboration, and student accessibility.

- Keep up to date with new developments within existing and emerging technologies, demonstrating, and incorporating new techniques and procedures into working practice and cascading skills and knowledge to team members as appropriate.

- To contribute to the project planning and delivery of exhibitions and events within the Institute.

- To proactively contribute to UAL's Equality, Diversity and Inclusion focuses and CCI's social mission.

- To work at an agreed level within the terms of the glossary of key terms (describing teaching & learning relationships between technicians and students). This may include workshops, directed learning and collaborations with other technical areas. This will include inductions into software, equipment and processes for students using the technical area.

- To diagnose and resolve problems of a highly technical, complicated nature that involve research, testing and documentation of problematic scenarios.

General

- 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 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 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
- CCI Technical Manager
- University, College, and Institute staff
- Suppliers and industry partners

Specific Management Responsibilities

Budgets
Management of technical budgets for CCI technical resources.

Staff
Line management of Computer & Data Science technicians.

Other
Responsibility for safety of users and security of equipment in the immediate working environment.

Signed: Tom Lynch
                   Institute Technical Manager, UAL Creative Computing
         Institute
                   Recruiting Manager

Date of last review: 12th April 2023

The application form will ask you to complete a personal statement that addresses the personal specification below. Shortlisting is based on how you address the personal specification. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Person Specification	

Specialist Knowledge/ Qualifications	Degree or equivalent experience in a relevant field, such as:
	
	• Computer Science
	
	• Data Science
	
	• Artificial Intelligence
	
	Skills essential to the role include:
	
	• Demonstrable knowledge of programming and electronics.
	
	• Understanding of tools, workflows and practices in programming, electronics, and microcontrollers.
	
	Desirable skills:
	
	• Formal risk assessment training such as NEBOSH or IOSH.
	
	• Higher education teaching qualifications such as a HEA, PGCert or MA.
	
	• First Aid at Work.
	
	• Fluency in one or more of the following programming/scripting languages:
	
	    o C, C++ or C#
	
	    o Python
	
	    o JavaScript
	
	• Experienced in working with Git version management
	
	• Supporting students and staff across platforms including Windows, macOS, Linux (esp. Ubuntu and Raspbian) GUI and CLI interfaces

Relevant Experience	Experience essential to the role:
	
	• Managing and motivating technicians of different experience in a technical support environment, including specialist areas:
	
	    o Computer Science
	
	    o Data Science
	
	    o Artificial Intelligence
	
	• Managing Health and Safety including general risk assessment

	and COSHH. Desirable experience: • Experience preparing work for installation/exhibition. • Working in Higher Education to support development toward improvement of KPI specific to HE (Student surveys, retention, outcomes, etc…) • Development of new technical resources outside your own expertise.
Communication Skills	Communicates effectively orally, in writing and/or using visual media. Able to explain complex technical concepts to a mixed-ability and/or non-native English-speaking audience in an inclusive and accessible way.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance.
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy, and inclusivity.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
Planning and Managing Resources	Effectively plans, prioritises, and organises work to achieve objectives or projects on time.
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues, or customers.
Creativity, Innovation and Problem Solving	Identifies innovative and creative solutions to resolve problems. Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues, or customers.