

<b>Job Title</b> Web Technology Specialist Technician (T+L)	<b>Salary</b> £34,326 - £42,155.
<b>Contract Length</b> Permanent	<b>Hours/FTE</b> 35
<b>Grade</b> 4	<b>Location</b> Elephant & Castle
<b>Accountable to</b> Technical Coordinator Creative Technology and Motion Graphics	<b>College/Service</b> London College of Communication
<b>Purpose of Role</b> <p>To provide professional technical expertise, guidance and advice in the area of web technology for the delivery of technical activities within the Creative Technology Lab and Digital Space technical areas at the London College of Communication.</p> <p>To support students from across the college, and in particular those from BA Information &amp; Interface Design, MA User Experience Design and MA Data Visualisation and the wider Interaction Design and Visual Communication programme.</p> <p>To provide support for student learning, informal and formal training and instruction, and the development of proficiency of web technologies and creative coding and relevant platforms, tools and methodologies.</p>	
<b>Duties and Responsibilities</b> <ul style="list-style-type: none"> <li>To provide support and guidance in the use of UI/UX, scripting and creative coding for the web, and related technologies.</li> <li>To support students in understanding the use of computational thinking, technological scoping, logic and best practices to realise art and design projects, and solve complex problems using digital tools.</li> <li>To support students in producing screen-based and physical prototypes for interactive, audio, visual and mobile experiences.</li> <li>To support students in the use of tools and techniques related to or supportive of the practices of UI/UX design and data visualisation, including but not limited to: <ul style="list-style-type: none"> <li>scripting and programming for user interface, multimedia, interactive, graphical communication or data-driven projects;</li> <li>managing and versioning code;</li> <li>accessing and utilising open source code and libraries;</li> <li>the use of web APIs, services, and client-server applications;</li> <li>deployment on mobile devices;</li> <li>the use and integration of A/V equipment.</li> </ul> </li> <li>To take responsibility for the day-to-day operation of the Creative Technology Lab and Digital Space technical areas, which may involve the following: <ul style="list-style-type: none"> <li>being available in the areas to assist with student queries;</li> <li>directing students to appropriate resources or other staff members;</li> <li>overseeing timetabling for bookable areas and loans of specialist equipment that fall under purview of the role;</li> <li>working with academic staff and students in classrooms where appropriate.</li> </ul> </li> <li>To deliver and supervise UI/UX, scripting and web coding development activities across a range of courses, providing expert guidance and advice to students. These may take the</li> </ul>	

form of:

- one-to-one student support on individual projects;
  - formal one-off workshops;
  - formal, course-aligned ongoing workshops and tutorials;
  - informal tutorial sessions with students;
  - inductions into software, equipment and processes for students using the Creative Technology Lab and Digital Space technical areas.
- To provide feedback to Course Leaders, Technical Coordinators and Technical Managers regarding service levels and student requirements and actively contribute to improving student experiences in the Creative Technology Lab and Digital Space technical areas.
- To contribute, as a member of the Creative Technology and Motion Graphics technical team, to the development of technical resources and knowledge in the Creative Technology Lab and Digital Space technical areas, including assisting curriculum planning, research and commercial activities.
- To contribute and collaborate with technical team members, as required, to ensure the key priorities and levels of service are met successfully.
- To ensure compliance with health and safety requirements through risk and COSHH assessments of equipment and materials used in the Creative Technology Lab and Digital Space technical areas.
- To contribute to planning, development and delivery of learning activities supporting student learning and research, liaising with Course Leaders and academic staff informally and formally in course meetings.
- To provide formal or informal sessions to students that may include demonstration, instruction with a process/technique, coaching with the development and proficiency of a particular skill, technique or process.
- To contribute to the project planning and delivery of exhibitions and events within the college, including:
  - assisting with setup and testing of supported projects for exhibitions;
  - liaising with academics, students and Events teams regarding technical requirements, availability of equipment and health & safety considerations for shows and other events;
  - providing technical support and assistance with equipment for other events (e.g. open days, hosted meet-ups) where needed.
- 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 Creative Technology Lab and Digital Space technical areas.
- To continuously develop skills and knowledge in relevant areas through research, experimentation and professional practice projects in order to maintain an understanding of the changing and developing nature of the area of physical computing, creative coding and interactive technology design and development.
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- To identify and procure equipment and materials for the Creative Technology Lab, as agreed with the Technical Coordinators and Technical Manager, and the maintenance,

repair and renewal of existing equipment where necessary.

- To liaise internally and externally with professionals and recognised practitioners and artists, attend conferences and exhibitions to share and develop ideas, knowledge and expertise that can be translated to support for learning and research activities.
- To be involved with the design, production and development of appropriate teaching and learning materials to suit stakeholder courses by identifying developing areas of interest or need in specific relevant technologies amongst staff and students and working to revise existing workshops or write new ones as needed.

#### **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 Equal Opportunities Policy and the Staff Charter, promoting equality and diversity 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 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 Resources Manager
- Technical Coordinator – Creative Technology and Motion Graphics
- Technical Coordinator – Digital Teaching and Learning
- Team members
- Technical staff
- Course staff
- University and College staff
- Suppliers and industry partners

**Specific Management Responsibilities****Budgets**

Access to Creative Technology Lab budget.

**Staff**

None

**Other**

Shared responsibility for safety of users and security of equipment in the immediate working environment.

**Signed:** Christopher Purday  
Head of Technical Resources  
*Recruiting Manager*

**Date of last review:** 13 July 2018

Person Specification	
Specialist Knowledge/Qualifications	<p>Postgraduate or undergraduate degree in a relevant field, such as:</p> <ul style="list-style-type: none"> <li>• User Experience (UX) Design</li> <li>• Creative Computing</li> <li>• Information Experience Design</li> <li>• Web Technology</li> <li>• Software Engineering</li> <li>• Computer Science</li> </ul> <p>Skills essential to the role include:</p> <ul style="list-style-type: none"> <li>• Fluency in HTML, CSS and JavaScript.</li> <li>• Understanding of tools, workflows and practises involved in programming and web development.</li> <li>• Good knowledge of deployment practises for networked applications, such as DNS, hosting, TCP/IP, FTP and SSH.</li> <li>• Appreciation of established ergonomics and design heuristics of human-system interaction.</li> <li>• Understanding of health and safety and risk management in the workplace.</li> </ul>
Relevant Experience	<p>Experience of teaching and/or demonstrating techniques related to web development, graphic design or programming.</p> <p>Experience of working in Windows and macOS at both GUI and CLI levels.</p> <p>Experience of digital arts software, such as After Effects, Premiere Pro, Photoshop, Illustrator and Final Cut Pro.</p> <p>Experience in at least three of the following areas:</p> <ul style="list-style-type: none"> <li>• UI/UX design.</li> <li>• Mobile app development (e.g. Xcode, Android Studio).</li> <li>• Client-side scripting and data handling (e.g. jQuery, JSON, XML).</li> <li>• Networked applications (e.g. Node.js, web APIs).</li> <li>• 2D/3D graphics rendering (e.g. Processing, p5.js, openFrameworks).</li> <li>• Data visualisation (e.g. D3.js, C3.js).</li> <li>• Generative or parametric design.</li> </ul>
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	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.

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

HERA Ref: SICOM Tech 3