JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Specialist Technician (College IT)	**Salary**: circa £33,653 pa
Contract Length: Permanent	**Hours/FTE**: Full time
Grade: 4	**Location**: 20 John Princes Street, London, W1G 0BJ
Accountable to: LTS IT Technical Coordinator	**College/Service**: London College of Fashion/Learning Technology Support

Purpose of Role:

To provide professional expertise, guidance and advice and contribute to the delivery of academic activities within the College.

To provide support for student learning, informal and formal training and instruction, and the development of proficiency with highly specialist techniques, production methods and technology.

To contribute critical input to student concept and expressive/creative intention, including giving feedback to students and contributing to student formative assessments, with reference to appropriate learning outcomes of the course or project.

Duties and Responsibilities

- To take responsibility for the day to day running of a specific area within the College, including the use and booking of specialist facilities i.e. seminar rooms, workshops, lecture theatre, studios at Lime Grove.
- To contribute, as a member of the Learning Technology Support (LTS) team, with the support of planning and development of the programme area, the identification of learning outcomes, including curriculum development, research and commercial activities.
- To contribute and collaborate with LTS technical team members as required to ensure the key priorities and levels of service are met successfully, compliance with Health and Safety, maintenance and repairs of equipment, liaising with team members, Technical Coordinator and/or Technical Manager.
- To provide feedback to Course Leaders, Technical Coordinators and/or Technical Managers regarding service levels and student requirements to ensure appropriate adaptations are made and contribute to the revision of standards of service delivery.
- To work at an agreed level within the terms of the glossary of key terms (describing T & L relationships between Technicians and students).
- 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 with Course meetings.
- To supervise learning activities, providing expert guidance and advice to students, helping students to identify and supply appropriate techniques, processes, materials, resources and equipment to meet learning outcomes.
- To provide formal or informal sessions, i.e. workshops in Open Access or IT teaching rooms, to students that may include one of more, demonstration, instruction with a process/technique, coaching with the development and proficiency of a particular skill, technique or process.
- To provide detailed feedback to students and contribute critical input to student concept and expressive/creative intention in relation to agreed Course Learning Outcomes.
- To contribute to the project planning and delivery of exhibitions and events within the College.
- To demonstrate a high level of independent responsibility for the diagnosis and resolution of problems and creative/artistic challenges encountered with the execution of that work.
- To carry out detailed and extensive research to support the ability to diagnose and resolve problems of a highly technical, complicated nature, that involves testing and re-testing scenarios and processes to lead to the successful design and achievement of intended learning outcome/execution of work.
- To take responsibility for and oversee the day to day operation of specified facilities, liaising Technical Coordinator and/or Technical Manager, and ensure the safe use of equipment and facilities.
- To undertake frontline maintenance and repairs liaising with suppliers and contractors to meet statutory and recognised professional procedures and guidelines, as agreed with Technical Coordinator and/or

Technical Manager.

- 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 academic learning and research activities.
- To take responsibility for the maintenance of inventories, carrying out risk assessments and appropriate records with regard to equipment, stock lists, ordering of stock, equipment and consumables; servicing and repair of equipment reporting to the Technical Coordinator and/or Technical Manager.
- To provide professional guidance and advice to Technical Coordinator and/or Technical Manager, and assist with the commissioning of new equipment including the delivery and installations of equipment.
- To be involved with the design, production and development of appropriate teaching and learning materials to suit own specific areas of specialist activity and service delivery.
- 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:
- Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

Specific Management Responsibilities

Budgets: specific designated consumables budgets

Staff:

Other (e.g. accommodation; equipment): immediate working environment /technical facility / area and related equipment

Signed _____ Date of last review _____
     (Recruiting Manager)

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Person Specification	
Specialist Knowledge/ Qualifications	- Relevant degree qualification in Information Technology - Experience and understanding knowledge of online streaming technologies and streaming protocols. - Evidence of strategic and operational planning capabilities - Analytical and research skills demonstrating an ability to identify emerging IT issues and technologies and identify their potential impact within existing and future environments. - Familiar with Web client-side development and a knowledge of Web and Server Technologies - Participates in the research, review, and preparation of requests for proposals and/or bid specifications for hardware and/or software purchases. - Knowledge of database management systems, computer networking and telecommunications. - Relevant post graduate qualification **(Desirable)** - Microsoft Office Specialist (MOS) qualifications **(Desirable)** - Adobe Certified Associate (ACA) qualifications **(Desirable)** - Managing, developing and supporting various CMS (**Desirable**) - Application of LTI tools - Wordpress - Drupal - Or other - Knowledge of the principles of computer systems analysis, design, testing, and documentation. **(Desirable)** - Knowledge and application in at least one of the scripting language. **(Desirable)** - Java - PHP - Python - Perl .Net - Or other
Relevant Experience	- Experience in a comparable role within the Higher Education Sector - Demonstrable record of extensive and

	successful experience in the knowledge and skill in the areas listed below:
	    • applications support
	    • workstation/end user support
	    • configuring and troubleshooting
	• Experience of explaining technical and IT specific information to end users, by simplifying communication and ensuring concepts are clearly understood
	• Strong and proven project management and organisational skills, including excellent attention to detail
	• Leadership and technical guidance to staff; with evaluation, testing, installations, basic repairs, and maintenance of computer hardware and software
	• Knowledge and understanding of the creation of educationally sound and accessible learning materials.
	• Experience of working with in a VLE/LMS to support technology enhanced learning.
	• A working knowledge of information management and associated intellectual property, copyright and data protection responsibilities.
	
	• Extensive expertise and practice based experience of creative design, 3D and productivity software from Adobe, Autodesk and Microsoft. **(Desirable)**
	• Experience with Audio Visual equipment **(Desirable)**
	• Project work to enhance or develop technical systems or services in a teaching and learning context. **(Desirable)**
	• Networking Technologies and protocols (**Desirable**)
	    • Cisco switches and routers
	    • Ciscoworks
	    • HP OpenView

Communication Skills	Communicates effectively orally, in writing and/or using visual media.
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	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

Last updated: 27/07/2017