

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Technical Assistant, Learning Technology Support **Grade:** 2 **Salary:** £23,579 – £27,801 pro rata, pa

**Contract Length:** Permanent

**Location:** 272 High Holborn, London WC1V 7EY and 182 Mare Street, London, E8 3RE.

**Hours:** 23 hours per week, 31 weeks per year  
Tuesdays 1pm – 10pm (8hrs worked and one hour unpaid for lunch) at High Holborn  
Wednesdays 12.30 to 6.30pm (5hrs worked and one hour unpaid for lunch)  
at Mare Street Thursdays 10am to 4pm.5pm 10pm (10hrs worked and one hour unpaid for lunch) at High Holborn

**College/Service:** London College of Fashion/Learning Technology Support

**Accountable to:** Learning Technology Support Managers and Learning Technology Support Officers

### Purpose of Role:-

To contribute to the delivery of technical services within technical team members in the College with the day to day operation of teaching and learning facilities.

To assist team members with the planning and preparation of equipment and related teaching and learning aids and the distribution of related consumables as designated by the Technical Coordinator.

To work as part of Learning Technology Support, assisting staff and students with presentation design and digital art software and hardware in learning spaces and IT Open Access areas across the College.

### Duties and Responsibilities:-

- To contribute to providing assistance and advice to students with routine activities, working as directed with technical team members to key priorities identified by the Technical Coordinator.
- To contribute to the development of Learning Technology Support learning materials and upgrading teaching and learning environments and processes.
- To assist team members with the preparation of learning materials and equipment for student and staff use at the start of each day and return and clearing away at the end of each day.
- To assist team members with the mounting and dismantling of exhibitions and other public events.
- To report any problems and obstacles with the delivery of resources and services to team members and the Technical Coordinator.
- To provide assistance in all audio visual matters arising in the areas of support that you are asked to work in, ranging from open access, all College learning spaces, and exhibition spaces.
- To provide assistance to team members and assist student activities in open access or self directed study scenarios.
- To carry out basic preparation and dispense consumables and equipment under the guidance of more senior team members. Such as monitoring of all printers and copiers / multi functional devices used by the College on that site, maintain stock levels and report any faults as required.
- To report user and student complaints to team members and Learning Technology Support management.
- To systematically record data and other information as directed by team members to support the monitoring and maintenance of equipment and facilities.
- To conduct the delivery of support to meet recognised expectations of service, standards of tidiness, cleanliness and security in all technical facilities.
- To become familiar with new equipment and practices where necessary by learning from team members and attending training courses internally or externally as deemed relevant to the curriculum or course needs.
- To perform routine housekeeping activities as directed to keep all work areas in a safe, orderly and

hygienic condition.

- 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:**

- Learning Technology Support team members
- Learning Technology Support Managers
- Managers and other relevant staff at UAL

**Specific Management Responsibilities**

**Budgets:** none

**Staff:** none

**Other** (e.g. accommodation; equipment): equipment and immediate learning environment/ facility / area etc

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**Grade: 2**

**Person Specification**

Specialist Knowledge/ Qualifications	<p>Has received formal training or education at post 16 level</p> <hr/> <p>Relevant degree or equivalent relevant experience is desirable</p> <hr/> <p>Knowledge of IT Learning Support Services and equipment and of reprographics</p> <hr/> <p>Ability to explain technical issues to nontechnical audiences in clear and simple term</p>
Relevant Experience	<p>Experience of using a range of presentation, design and digital art software and hardware</p> <hr/> <p>Knowledge and practical experience of any or all the creative design, 3D and productivity software from Adobe, Autodesk and Microsoft</p> <hr/> <p>Understanding of health and safety regulations relevant to AV support and ability to ensure other's comply with health and safety</p> <hr/> <p>A working knowledge of information management and associated intellectual property, copyright and data protection responsibilities</p> <hr/> <p>Experience of working with in a VLE/LMS to support technology enhanced learning is desirable</p> <hr/> <p>Experience in the CAD CAM software from Gerber , Lectra and Optitext is desirable</p> <hr/> <p>Experience with Audio Visual equipment is desirable</p> <hr/> <p>Experience in the use of video production equipment, video post-production software and associated media workflows is desirable</p>

Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

**Last updated: 15/05/2017**