

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Specialist Technician: Digital Projects	Salary £37,532 - £45,865 per annum
Contract Length: Permanent	Hours/FTE 35/ 1FTE
Grade: 4	Location: King Cross
Accountable to: Head of Technical	College/Service: Central Saint Martins
<p>Purpose of Role</p> <ul style="list-style-type: none"> • To provide professional technical expertise, guidance, advice, support and administration in the area of Digital Projects, as Specialist Technician Digital Projects for the effective delivery of student-facing ICT technical resources at Central Saint Martins. • The role will involve working with a range of technical, academic and professional staff contributing to the overall aims and objectives of Technical Operations and AV Learning Technologies to oversee, administer, develop and support the core IT hardware underpinning creative digital practice at CSM: e.g. managing refresh and updates of computing hardware and creative software for Technical teaching resources and Academic Specialists working in video, 3d, mixed reality, creative computing, and digital media learning and practice. • To provide assistance and advice to all users with the delivery of the college technical and learning resources and to assist with the day-to-day operation of ICT teaching and learning technologies to support academic activities and meet course outcomes. • To assist with the configuration, testing, support, maintenance and deployment of software within digital seminar rooms, labs and workshops and provide on-going software asset management (SAM), support and troubleshooting as needed. • The post holder will have experience of developing, administrating, and maintaining IT specialist provision and projects, supporting learning & creative practice in an educational setting and/or the creative industries. • The role will interface on behalf of Central Saint Martins Technical Operations with the core UAL IT team, must have strong communication skills and the ability to work across multiple projects effectively, as well as prioritising their 	

own time.

Duties and Responsibilities

- To contribute to the college IT and digital software decision-making processes by demonstrating a high level of independent responsibility for the maintaining of license records and renewals, supporting college change requirements, working with the Digital and Academic Teams to support SAM, Client Config updates, diagnosis and resolution of problems and creative/artistic challenges encountered with the execution of this work.
- To manage and provide administrative support for staff and site computing, new and end of life Refresh and upgrade cycle.
- 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 keep accurate records of College teaching and Technical Resources, IT hardware and software, and management of software licenses, servicing, renewal and repair.
- To undertake research, monitor and/or formally evaluate projects or initiatives as required.
- Assist in gathering key metrics and qualitative data relating to our Digital Technology resources and platforms.
- To plan and monitor the delivery of projects, taking corrective action where necessary, with a high degree of independence and innovative planning in executing delivery.
- To liaise with college academic, technical and administrative stakeholders, building and maintaining strong collaborative partnerships, ensuring that needs and expectations are understood and managed.
- Feed into the development of the college technical strategy using knowledge of operational issues and organisational problems that university service and colleges are experiencing.

General

- Be an active member of the university wide network of Digital Learning, liaising with colleagues in the CSM Digital Learning Team, UAL I.T. and across other UAL colleges, with the aim of sharing expertise and best practice.
- To contribute and collaborate with technical team members at CSM as required to ensure the key priorities and levels of service are met successfully, compliance with Health and Safety, maintenance and repairs of hardware, liaising with team members and Technical Management.
- To perform routine housekeeping activities to keep all workshop and seminar areas in a safe, orderly, and hygienic condition.
- To coordinate the disposal of WEEE waste.
- 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 Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with UAL Sustainability initiatives.
- 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
- College and Central Digital Learning Teams
- University I.T. Services
- Learning Technologies AV Team
- University and college Academics and professional staff
- Suppliers and industry partners

Resources Managed:

Budgets: Technical budgets (project allocated) and adhoc budget allocations, relating to facilities, software and consumables.

Staff: General supervision of Support and Assistant Technicians

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

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Grade 4**

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.

All criteria listed is essential unless marked as desirable

Person Specification	
Specialist Knowledge/ Qualifications	<ul style="list-style-type: none"> • Degree qualification or equivalent professional IT qualifications or experience in Digital Systems and Networks. • CompTIA A+ qualification (desirable). • Microsoft Certified or Apple Certified qualifications. • Demonstrable record of extensive and successful experience, knowledge and skills in the areas listed below – <ul style="list-style-type: none"> o PC and Mac Hardware maintenance and fault finding on desktops, laptops and printers o Supporting Active Directory o Supporting virtualisation / application streaming technologies o Configuration and troubleshooting mobile devices o Deploying, configuring and managing Mac OSX o Deploying, configuring and managing Windows o Networking technologies both wired and wireless • Familiarity with Mac deployment in a large organisation and an awareness of software deployment solutions. • General digital media production skills to produce

	<p>online guidance and resources using Adobe CS for example (desirable).</p> <ul style="list-style-type: none"> • Good understanding of current and emerging technologies and standards of IT support. • Good understanding of principles of digital literacy. •
Relevant Experience	<ul style="list-style-type: none"> • Good technical and operational knowledge of creative digital practice, multi-media and visual communication using Mac and PC in art, design and performance disciplines and discourses. • Ability to pass on accurate information promptly to the most appropriate people to keep them up to date and improve working practices. • Ability to co-ordinate own effort with that of others so the work is completed effectively in line with team objectives. • Experience of supporting learning technologies (desirable). • Experience of teaching and/or facilitating staff development training for IT, groups and one-to-one (desirable). • Experience managing and troubleshooting render farm technologies (desirable).
Communication Skills	<ul style="list-style-type: none"> • 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.
Research, Teaching and Learning	<ul style="list-style-type: none"> • Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.
Planning and Managing Resources	<ul style="list-style-type: none"> • Effectively plans, prioritises and organises work to achieve objectives or projects on time.
Teamwork	<ul style="list-style-type: none"> • Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Identifies innovative and creative solutions to resolve problems.

