

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Technical Assistant, (Teaching and Learning)	Grade: 2	Salary: £24,034 pro rata pa
Contract Length: Term Time only, 32 weeks per year	Location: LCF Open Space, Lower ground floor 272 High Holborn, London WC1V 7EY and IT Open Access Room 104, Golden Lane, London EC1Y 0UU.	
Hours: 19 hrs. per week, Mondays and Wednesdays, 18:00 – 22:00 (4 hours per shift) at High Holborn LCF Open Space	College/Service: London College of Fashion/Learning Technology Support	
Thursdays 17:00 – 22:00 (5 hours per shift) at High Holborn LCF Open Space		
Fridays 9am to 4pm (6 hours paid plus 1 hour unpaid lunch) at Golden Lane		
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

Job Title: Technical Assistant, Learning Technology Support

Grade: 2

Person Specification

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

	associated media workflows is desirable
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
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: 27/03/2017