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Job description and person specification

Support Technician Digital Fabrication

Job description

Job title	Support Technician Digital Fabrication
College/Service	London College of Fash
Department/Team	Technical Resources
Accountable to	Technical Coordinator
Contract	Permanent
Term	28 hours per week, 52 weeks per year
Grade	Grad
Salary	£34,436 - £41,196 pro rata per annum
Location	UAL East Bank
HERA Reference	001161

Purpose of the role

- To contribute to the delivery of technical services within the Digital Fabrication Lab (Fab Lab), and the day-to-day operation and maintenance of the teaching and learning facilities, including laser cutting, 3D printing and CNC milling.
- To provide technical assistance and advice to all users of the Fab Lab to support academic activities and meet learning outcomes.

Key duties and responsibilities

- Contribute to the delivery of technical resources, collaborating with other Fab Lab technicians, in working to key priorities as identified with the Technical Coordinator and/or Specialist Technicians, with some scope to decide on the order and sequence of activities.
- Assist the team members with the resolution of problems in the delivery of resources and services using systematic and methodical approaches.
- Carry out basic and routine maintenance procedures and activities with guidance from more senior team members to keep all work areas in a safe, orderly and hygienic condition.
- Undertake the daily preparation of facilities and resources to ensure that they are supplied and maintained in safe and effective working order and that Health and Safety requirements and risk assessments are complied with.
- Assist with the preparation of learning materials, equipment and consumables for students and staff to use, at the start of each day, and for the return and security of

materials and equipment at the end of each day.

- Assist team members with the selection and introduction of new processes and developments in response to the changing needs of the curriculum.
- Provide assistance and advice to students in self-directed and open access sessions, within own levels of expertise, escalating queries and problems to senior team members where relevant.
- Provide technical assistance to students in accordance with service level standards, reporting student feedback and complaints to team members and the technical coordinator.
- Keep up to date with new and developing technologies and practices by carrying out simple investigations, sourcing information and reading online and hardcopy material.
- Develop expertise with the use of standard equipment and practices, updating skills and knowledge with new equipment and practices by learning from team members or attending training courses internally or externally, in relation with the needs of the curriculum.
- This position may require some **evening and Saturday working,** during the academic term, and possible additional hours throughout the year.

Key working relationships

- Technical Coordinator
- Specialist Technicians in the Digital Fabrication Lab
- Students

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Relevant qualification, or significant practical or industry level experience in creative product / garment design, with a particular focus on laser cutting and digital production tools and techniques.
- In-depth experience of using 2D and 3D software (specifically Adobe Illustrator, Adobe Photoshop, Trotec Ruby, ApS Ethos and Rhino) to create toolpaths for laser cutting and creating digitally fabricated garments and products.
- Digital workshop experience and practice, including safe operation of learning environments, with knowledge and understanding of all relevant Health and Safety legislation and their effective operational implementation.
- Desirable knowledge and experience of 3D printing, CNC milling, Mold making and Casting.
- Desirable knowledge of Lectra Modaris software.

Communication skills

- Experience with student facing guidance and support with the ability to provide clear and concise oral and written information and able to understand and explain technical terms commonly in use in own area of work.
- Confidence in creating and maintaining engaging learning materials for specialist practice.

Planning and managing resources

- Ability to work to agreed standards, organising your own work in ways that saves time and meet deadlines.

Teamwork

- Experience working as a team member, providing support, assistance and cover where needed.

Creativity, innovation and problem-solving

- Experience of solving standard, predictable problems in accordance with procedures and precedent.