Grade 4: Technical Support

Role Description

COMMUNICATION
a) Oral Communication
The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: discussing requirements and materials for classes, or explaining that heating/electrical equipment will need to be shut down.*
The role holder receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: explaining operational use of computer programmes.*
b) Written Communication
The role holder receives, understands and conveys straightforward information in a clear and accurate manner. *Example: answering enquiries regarding requirements and materials for classes via e-mail, or using e-mail to inform people of work-in-progress.*

TEAM WORK AND MOTIVATION
The role holder is required to participate in and deliver their contribution to a team. *Example: being a co-operative member of the team.*
The role holder is required to be supportive and encouraging of others in the team and help to build co-operation by setting an example and showing a flexible approach to delivering team results. They would also contribute to building team morale as an active participant in the team. *Example: offering proactive support to colleagues, or participating in discussions about the organisation of workloads within the team.*

LIAISON AND NETWORKING
The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to pass on information promptly. They would keep people informed to ensure co-ordination of effort and that work is done effectively. *Example: liaising with staff across the University in order to complete set tasks.*

SERVICE DELIVERY
The role holder is required to deal with internal or external contacts who ask for service or require information. They would create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves tasks with set standards or procedures. *Example: providing a service for academics and students by responding to their requests, or responding to requests to repairs and maintenance of heating, plumbing or electrical equipment.*

DECISION MAKING PROCESSES AND OUTCOMES
The role holder is required to take independent decisions which would impact on the immediate area of the role holder's work. *Example: making decisions about ordering of stock items, or deciding what materials are required for a particular job.*
The role holder is required to be party to some collaborative decisions and work with others to reach an optimal conclusion. The decision would impact on the immediate area of the role holder's work. *Example: deciding with research staff on the best methodology, and limitations of the equipment provided for research needs.*

PLANNING AND ORGANISING RESOURCES
The role holder is required to complete tasks to a given plan with allocated resources. *Example: following procedures to prepare materials and equipment, or working to timetables for specific requests, or collecting work tickets detailing work that needs to be done.*
A further important requirement of the role is to plan, prioritise and organise their own work or resources to achieve agreed objectives. *Example: deciding when and how best to respond to requests in order to provide an efficient service, or prioritising responses according to urgency.*

INITIATIVE AND PROBLEM SOLVING
The role holder is required to solve day to day problems as they arise and choose between a number of options which have clear consequences. They would follow guidelines or refer to what has been done before and recognise when a problem should be referred to others. *Example: resolving problems regarding insufficient or damaged equipment to ensure that schedules can be met.*

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A further important requirement of the role is to use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning and weighing up the pros and cons of different approaches. The role holder would identify and assess practical options and break the problem down into component parts. *Example: resolving errors in stores deliveries, or determining why an experiment has not worked and how to resolve it, or solving a building systems failure.*

ANALYSIS AND RESEARCH
The role holder is required to analyse data or information using predetermined procedures and gathering the information from sources. They would work accurately to complete the task precisely as specified. *Example: researching information on the internet to resolve problems, or using the internet to research suppliers, or carrying out maintenance checks.*

SENSORY AND PHYSICAL DEMANDS
The role holder is required to carry out tasks at a level which would require either learning certain methods or involve moderate physical effort. *Example: lifting heavy or awkward items, or installing hard drives and memory, or repairing hardware, or using specialist equipment.*

WORK ENVIRONMENT
The role holder is required to understand how the work environment could impact on their own colleagues. They would take actions, within health and safety guidelines where applicable, to adapt to the environment. *Example: wearing protective clothing where necessary, or following safe procedures when using equipment or machinery.*

PASTORAL CARE AND WELFARE
The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress. They would initiate the appropriate action by involving relevant people. *Example: showing sensitivity to staff and students.*

TEACHING AND LEARNING SUPPORT
The role holder is required to introduce students or others who are new to the area to standard information or procedures. The role holder does this by providing standard information or delivering teaching or training. *Example: explaining how to operate equipment, or use software packages.*

KNOWLEDGE AND EXPERIENCE
The role holder is required to have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others. *Example: having a good understanding of relevant procedures, and not needing to refer to others whilst operating them.*

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