

Aberystwyth University - Role Description

Title: Technical & Computer Operator 5

COMMUNICATION

(a) Oral Communication

Understands and communicates information that may be straightforward or require explanation or interpretation in order to help others understand, as well as more straightforward information, and will need to take into account both what to communicate and how.

For example:

- Deal with telephone and face to face enquiries from staff and students
- Provide information on and explanation of services, processes and procedures to staff and students
- Discuss the specifications for maintenance of existing and the purchase of new equipment
- Provide verbal reports of experimental outcomes or the resolution of problems/faults

(b) Written Communication

Understands and communicates information that may be straightforward or require explanation or interpretation in order to help others understand, as well as more straightforward information, and will need to take into account both what to communicate and how.

For example:

- Receive and respond to emails relating to computer queries
- Communicate work requirements via email to students and colleagues
- Communicate data to other team members
- Communicate with customers or other users of facilities to ensure their requirements are understood and dealt with effectively
- Write reports, tutorials, practical tests, teaching handouts and standard operating procedures
- Communicate with suppliers or contractors regarding the specifications for maintenance of existing and the purchase of new equipment

TEAM WORK AND MOTIVATION

Work as an active member of a team through the provision of support to other team members, and demonstrating a flexible approach and helping to build team morale.

For example:

- Play an active role in the team meetings, contributing to discussions and supporting other team members
- Provide cover for absent colleagues
- Work cooperatively with colleagues, communicating progress and outcomes
- Seek to resolve problems by working cooperatively with other members of the team drawing on each other's skills and experience

LIAISON AND NETWORKING

Have contact with staff outside own work team using existing procedures to ensure the effective exchange of information and to build relationships to facilitate future working.

For example:

- Create links with department staff regarding the requirements of each module and the associated practical work
- Create links with suppliers, maintenance contractors and users of specialist equipment to ensure keep up to date with developments and to convey own learning

SERVICE DELIVERY

Respond promptly and accurately to those who request information or a service. This will usually involve routine tasks within a defined procedure or to a set standard. Refer request on to the right person if necessary.

Frequently required to explore the customer's requirements further and adapt the service provided to ensure that those requirements are met. May also approach internal or external contacts to provide a service that falls within current policies or procedures.

For example:

- Respond promptly and effectively to requests for assistance or reported faults
- Ensure the requirements for practical sessions are met and the students receive any assistance they may need
- Carry out, or arrange, equipment maintenance and repair ensuring schedules are flexible enough to meet varying demand
- Provide technical support to staff and students on all aspects of equipment or analytical techniques, frequently respond to requests for service that may require adaptation
- Frequently explore customer needs and adapt the service when required, this includes visiting theatre production companies, art exhibitions, photographic assignments

DECISION MAKING PROCESSES

Take decisions that have a short term and local effect.

Work with others to reach decisions that have a short to medium term effect on the work team or a number of customers.

Provide advice to others to enable them to reach decisions that have a short to medium term effect on the work team or a number of customers.

For example:

- Take independent decisions on how to respond to reported faults, when to restock laboratory supplies according to guidelines and budgets, which equipment will best fulfil the demands of the work required
- Work with others including students and researchers to ensure potential technical issues can be minimised
- Provide advice on which equipment or stock to sell and on the purchase of new and specialist equipment, allocation of budget spend for own area of responsibility, the design of experimental research equipment

PLANNING AND ORGANISING RESOURCES

Organise own work and resources to meet agreed objectives.

On occasions organise the work and resources of the work team to meet agreed objectives, or may manage a specific project requiring detailed project planning.

For example:

- Understand the objectives and deadlines for the various aspects of their work and plan the sequence of work accordingly
- Ensure have the resources or information requires to complete tasks
- Respond flexibly to changes in deadlines or objectives
- On occasions plan details of schedules for touring exhibitions including travel details, equipment requirements etc
- On occasions plan and manage projects related to commissioning of equipment or small scale practical research

INITIATIVE AND PROBLEM SOLVING

Solve problems where the solution is not necessarily obvious using initiative and reasoning.

For example:

- Resolve problems related to technical or IT equipment, facilities and services using questioning to narrow down the source of the problem and take appropriate action
- Find alternative methods of achieving a desired output if conventional methods are unsuccessful
- Manufacture or adapt equipment to meet specific experimental purposes

ANALYSIS AND RESEARCH

Analyse routine data or information from standard sources using existing procedures.

On occasions determine which existing method of analysis to use, recognise or interpret trends in the data and identify additional data or information required to further the investigation.

For example:

- Undertake literature and internet investigations to seek solutions to technical problems, source new equipment, keep up to date with developments in equipment, techniques, exhibition display trends,
- Carry out analytical experiments, process experimental data and compile results
- Test possible equipment or materials for suitability for purpose, report on the results
- Collect and collate data and report on service usage, e.g. network uptake, onsite support call outs
- On occasions undertake small scale research projects, determining the most appropriate methodology, collating and reporting on results

SENSORY AND PHYSICAL DEMANDS

Complete tasks that need some learned techniques, skills or routines or involve moderate physical effort.

For example:

- Undertake routine, standard laboratory procedures
- Physically move laboratory or film supplies, computer hardware and printer consumables
- Use appropriate equipment to move heavy, large and awkward objects

WORK ENVIRONMENT

Recognise when an environment could adversely affect own work or that of colleagues and take action, within guidelines, to minimise any negative impact, e.g. through following risk assessments.

For example:

- Work with equipment and conduct analytical techniques in accordance with training and risk assessments
- Provide advice to students and staff regarding safe working practices
- Take action when there is a perceived or actual risk arising to students or staff in laboratories
- Understand the hazards associated with the equipment and chemicals used, ensure risk assessments have been undertaken and are followed by staff and students

PASTORAL CARE AND WELFARE

On occasions respond sensitively to those needing help or showing signs of distress and involve relevant trained people when appropriate.

For example:

- On occasions deal tactfully and sensitively with staff or students when they come into contact with them through their work

TEAM DEVELOPMENT

On occasions provide advice or guidance to new colleagues in the role or team on standard procedures and information.

On occasions train or guide others on specific tasks, issues or activities on the basis of own knowledge and experience.

For example:

- On occasions take part in the induction of new team members by showing them around and introducing them to the work that they do
- On occasion deliver or organise relevant training for team members to enable them to perform their work when required and/or provide guidance to staff in the team on the operation of equipment and procedures as necessary

TEACHING AND LEARNING SUPPORT

Deliver teaching or training materials to introduce students or others to standard information or procedures.

For example:

- Demonstrate how standard equipment and simple techniques can be used to best effect
- Assist staff and students to set up and use their technical & IT equipment

KNOWLEDGE AND EXPERIENCE

Have sound knowledge of the theory and practice that affects the role and demonstrate continuous development of skills and competencies.

For example:

- Understand, be able to use and seek to develop processes or procedures that are relevant to the role
- Broad understanding of the work of the department as a whole and how the role fits in to this
- Seek to develop knowledge and apply learning to the role
- Understand and be able to use the theory associated with carrying out the role