**STEM TECHNICIAN / FACILITATOR - COMPUTING**

**Service: Creative and Digital (FE) & Blackburn University Centre (HE)**

**Hours: 37 hours per week / 52 Weeks per Year**

**Salary: Business Support Points 13 - 16**

**Reference Number: COMP**

**Responsible to: Head of School Creative and Digital (FE) & Head of School Business, Commercial and Technology (HE)**

**The Position**

Supporting students and staff in laboratory and workshop scenarios across the College to undertake a range of practical tasks (including, CISCO Lab Work, Microsoft and Linux operating system deployment, maintenance and management, network configuration, administration and management, virtualisation techniques and cloud management for example). Developing a range of facilities and practical sessions to support teaching delivery and helping to strategically plan the development of facilities. Required to service and maintain a range of equipment and develop a robust maintenance schedule whilst working co-operatively as part of a large team.

**Main Duties and Responsibilities**

**Facilitation to include:**

1. Setting up of equipment / preparing material required by academic staff for the delivery of practical sessions and demonstrations.
2. Supervising student laboratory / practical sessions and assessing their laboratory skills / work, ensuring adherence to acceptable use policy and guidelines, including provision of basic help with project work and dissertations allowing students to fulfill their full potential.
3. Providing training on dedicated systems and equipment within the labs.

**Technician duties to include:**

1. Assisting with the day to day co-ordination and use of the practical environment including calibration, maintenance and cleaning of equipment and practical resources.
2. Managing the maintenance of the Departmental labs and academic workstations – software updates and installations, assisting in the management of group, machine and user policies, liaising with the line manager and other people concerned (e.g. Computer Services).
3. Completing risk assessments and maintenance of health & safety and Departmental documentation.
4. Providing first line support for students and dealing with student/laboratory enquiries, e.g. salespeople and on occasion attending student outreach events/days, including giving practical demonstrations.
5. Undertaking personal and professional updating as required and agreed with the line manager.
6. Undertaking any other reasonable duties as requested by the Head of School (including open days, public engagement and schools liaison).
7. The maintenance of capital and low value equipment and the ordering and allocation of consumables, in liaison with course team leaders.
8. Attend appropriate meetings and staff development sessions to keep up to date with the latest developments and new technologies.
9. Positively contribute to a safe learning and work environment ensuring compliance with Health and Safety and Safeguarding Policy and procedure
10. All staff have a contribution to make to the way of which we engage with prospective and existing students, which is implicit in our vision, missions and goals and which places students at the centre of what we do. Therefore all staff are expected to contribute to support colleagues who may have more day to day contact with learners. These include supporting key processes which enhance students’ experience e.g. attendance at promotion activities and open events, supporting student admissions, enrolment, induction, provision of reception cover, invigilation and graduation events. These activities are not exhaustive and may vary from time to time.
11. Any other duties commensurate with the post

You should note that this job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the College, always in consultation with the post holder.

**Author:** Head of School Creative and Digital (FE) & Head of School Business, Commercial and Technology (HE)

**Date:** January 2023