

Job Description

Role Title:	Apprentice Technician (Computer Science)
School / Dept:	School of Science, Engineering and Environment
Grade:	Grade 1
Full or Part time:	Full time – Fixed Term Contract 24 months
Hours:	36.25
Reports to:	Senior Technical and Facilities Manager

Overview

We are looking for an Apprentice Technician (Computer Science) within the school of Science, Engineering and Environment (SEE). The post will provide support to all engineering areas of the school as well as undertake a level 3 apprenticeship in Engineering Technician.

The School of Science, Engineering and Environment (SSEE) aims to transform the quality of life for society and the well-being of future generations through a better and more sustainable future. We offer a range of programmes including Civil Engineering, Mechanical Engineering, Architecture and Design, Construction and Surveying to name a few. The successful candidate will join a multi-disciplinary team of technicians covering all specialist areas, which is central to the success of the Directorate.

The University could not deliver this level of teaching and knowledge transfer without our skilled technical staff. We aim to recognise technicians' contribution through being a signatory of the national Technician Commitment, which aims to ensure the key themes of visibility, recognition, career development, and sustainability are developed.

The role of Apprentice Technician (Computer Science) is key to ensuring students within SSEE can receive the best student experience possible in the degree programmes that encompass. The successful candidate will apply their knowledge to the area of computer science. They will support the lead technicians in daily routines, such as assembling, maintaining, and optimising computer systems. They will source and procure consumables and equipment and ensure laboratories and users are health and safety compliant.

Principal Duties & Responsibilities

- Customer service: Receives and handles requests for service, following agreed procedures. Promptly allocates calls as appropriate. Logs incidents and service requests and maintains relevant records.
- Quality Assurance (equipment and facilities): Contributes to the collection of evidence and the conduct of equipment and facility audits or review of activities, processes, or services. Examines records for evidence that appropriate testing and other quality control activities have taken place and determines compliance with organisational directives, standards, and procedures. Identifies non-compliances, non-conformances, and abnormal occurrences.
- Safety assessment: Follows provided health and safety information. Assists in compliance of health and safety data. Notifies health and safety issues. Following agreed procedures, identifies, registers, and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate.
- Sourcing / procuring: Uses specialist knowledge to support purchases. Aids finding suppliers and sourcing of quotations in accordance with university policy. Completes and monitors purchase under guidance.
- Equipment maintenance: Follows agreed procedures to maintain equipment under supervision. Supports others in equipment maintenance.
- Teaching and subject formation: Supports prepared content in specialist space curricula either in a formal educational context from primary through to tertiary level or in the workplace. Applies good practice in learning content support.

Generic Duties

- Perform other duties required by the Dean of School and Senior Technical and Facilities Manager from time to time.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage in the Technicians Commitment at the university
<https://www.salford.ac.uk/technicians-commitment>
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.

- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Maths and English GCSE (E)

Background and Experience

2. Experience of working in and maintaining computer spaces (D)

Knowledge

3. A knowledge of health and safety (D)
4. A knowledge of computer science (D)
5. An understanding of computer science equipment and techniques (e.g. servers, code, micro controller) (D)

Skills and Competencies

6. Ability to build relationships (E)
7. An ability to clearly communicate (E)
8. Ability to act independently and decisively to prioritise workload (E)
9. An ability and willingness to learn new technical processes and practices (E)
10. A flexible approach to working as an effective team member, being adaptable and acceptable to change (E)