1. Job Details

Job title: Technical, General Support
School/Support Department: Biological Sciences
Unit (if applicable): Darwin/Rutherford/Swann Complex
Line manager: Institutes Superintendent

2. Job Purpose
Provide general assistance to academic staff, research staff & postgraduate students, clerical and technical staff for the Institutes’ research and related activities.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx. % of time</th>
<th>Description</th>
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<tbody>
<tr>
<td>35</td>
<td>1. Collection of cardboard daily and waste glass twice weekly from area collection points.</td>
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<td>5</td>
<td>2. Replacement, replenishment of gas cylinders &amp; liquid nitrogen to laboratory areas as required</td>
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<td>30</td>
<td>3. General assistance to research group staff and others as required.</td>
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<td>10</td>
<td>4. Servicing of general laboratory equipment in common areas</td>
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<td>5</td>
<td>5. Allow general building access to UoE Estates &amp; Buildings staff and external contractors for repairs, etc.</td>
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<td>6. Delivery/collection of exam and project material to other areas.</td>
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<tr>
<td>5</td>
<td>7. Delivery/collection of materials to Estates and Buildings</td>
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<td>5</td>
<td>8. Maintain adequate stock levels of materials in laboratories and common areas</td>
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4. Planning and Organising
- Responding to general requests from research groups for laboratory supplies
- React daily to queries and requests for help to set up labs with shelves, furniture, etc
- Timetable and prioritise general activities e.g. cardboard and glass collections to allow best use of time

5. Problem Solving
• Resolve minor technical problems with equipment e.g. x-ray developers, waste compactor and data projectors. Advice available from workshop and other staff if required.
• Plan routine maintenance of laboratory equipment e.g. centrifuges, -80 freezers.

6. Decision Making
• Prioritise workload to ensure demands are met in an efficient and effective manner.

7. Key Contacts/Relationships
• Research, technical and clerical staff within Institutes for supply of lab. materials, etc.
• Institute Superintendent for work directions.
• Estates & Buildings staff and external contractors for access to various areas.

8. Knowledge, Skills and Experience Needed for the Job
• A good general education. After one year the person would be adequately trained to carry out the job to an acceptable standard.
• Know and understand the safety issues associated with the working environment.
• Good communication and interpersonal skills required.

9. Dimensions
• Provide technical support to around 40 research group(s) within Institutes, approx. 250 staff, 120 Research Students, etc.
• Responsible for laboratory / service areas.
• Liaise with external personnel in UoE, contractors, etc.

10. Job Context and any other relevant information
• Reliability and dependability are important factors of the job.