University of Edinburgh - Job Description

1. Job Details

Job title: Chief Technician  
School/Support Department: Informatics  
Unit (if applicable):  
Line manager: Superintendent  

2. Job Purpose

To assist the superintendent with the management of technical services in compliance with legislative, policy and best practice requirements and guidelines to support the world class teaching and research activities of the School.

3. Main Responsibilities  
(Normally between 4 and 10. Percentages should total at least 95% (and no more than 100%))

<table>
<thead>
<tr>
<th>Approx. % of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To deputise for the superintendent in all aspects of technical services in his absence and to share the responsibility for the management, health and safety, security and operation of the JCMB’s electronic workshop.</td>
</tr>
<tr>
<td>2. To provide a flexible, consultative service for design and manufacture of hardware devices, apparatus and equipment in support of teaching programmes and research projects in a safe, efficient and cost effective manner.</td>
</tr>
<tr>
<td>3. Installation, termination and testing of complex network cabling assemblies to provide a flexible network infrastructure, and hardware support for the School’s computing environment.</td>
</tr>
<tr>
<td>4. Test, diagnose, rectify and log faults in the School’s electronic equipment (e.g. robots, customised electrical systems, computers and network infrastructure) to provide a high quality service in support of the teaching and research agendas of the School, ensuring compliance with relevant regulations and safe working practices.</td>
</tr>
</tbody>
</table>

4. Planning and Organising

- Planning and organising the weekly workshop requirements with technical staff ensuring timescales are met.  
- Planning and implementing repairs to equipment with staff to ensure minimum disruption to their work.  
- Forward planning for annual computer and network upgrades.  
- React daily to queries and problems within School buildings from students and School staff.

5. Problem Solving

- Relocating technical resources to cover technical deficits e.g. absences, increased temporary workload and equipment shortages.  
- Resolving problems associated with equipment e.g. identifying major hardware problems which could seriously affect both teaching and research modules and projects.  
- Interpreting client’s ideas insuring that a design meets their requirements and needs.  
- Solving day to day problems within School’s buildings raised by staff and students.

6. Decision Making

- Resolving problems with conflicting work priorities, skill levels and allocating technical support accordingly.
• Sourcing of materials and components from suppliers.
• Identifying specialist components for use in teaching and research projects.
• Construction methods and materials/components to be used for any given task.

7. Key Contacts/Relationships

The job-holder’s key contacts will include:
• Line manager - to discuss progress and problems
• Within the School - All staff and students
• Within the University: Works Division, Security and Physics
• Outwith the University: Suppliers, Service Engineers

8. Knowledge, Skills and Experience Needed for the Job

Educated to a minimum of HND (or equivalent) level in a relevant subject with at least 7 years practical experience.

Good communication and analytic skills.

9. Dimensions

• Direct reports: 2
• Number of indirect reports: 0
• Some supervision of undergraduate students during practicals.
• Approximate number of staff affected by the job-holder: 200+
• Approximate number of students/customers affected by the job-holder: 340 postgraduate students excess of 600 FTE undergraduate students.
• Buildings: 4 Sites spread over a wide area.
• Computing Network: approx. 1000 computers, 2000 data points.

10. Job Context and any other relevant information

Additional constraints on planning, organisation and staff interaction is created by Informatics multi-site operation.

11. Verification

(JDs should be agreed by the relevant manager and individual job-holder or representative. Further verification may also be specified in some cases.)

I agree that this job description conveys an accurate description of this job.

Manager:

<table>
<thead>
<tr>
<th>Job title</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Job holder:

<table>
<thead>
<tr>
<th>Staff number</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Other:

<table>
<thead>
<tr>
<th>Job title</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>