# University of Edinburgh

## Job Description Template

This template is for use in writing Job Descriptions (JDS) for any purpose. This template can be expanded as required, but should usually be no more than 2 pages long. Please consult and follow the Guidance on Writing Job Descriptions.

### 1. Job Details

Job title: **Technical Support Officer (TSO)**  
School/Support Department: **Engineering & Electronics**  
Unit (if applicable): **Scottish Micro Electronics Centre (SMC)**  
Line manager: **Technical Services Manager (TSM)**

### 2. Job Purpose

To assist the TSM with the management of technical support within the SMC for teaching, research and commercial activities. Provide guidance to staff and students in the design and manufacture of semi conductors and management of support for cleanroom activities in order to support the teaching, research and commercial activities of the SMC and School. To co–ordinate the reporting of building defects and maintenance requirements and ensure compliance and observance of Health and Safety regulations within the School as directed by the TSM.

### 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>
<th>Description</th>
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<tbody>
<tr>
<td>40</td>
<td>1. To co–ordinate the delivery of technical support for teaching and research activities within their areas of control, monitoring progress of work and liaising with relevant personnel to ensure work is completed within agreed timescales and supervise work carried out by technical staff within their areas of control.</td>
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<td>2. To ensure compliance and observance of health &amp; safety requirements within their areas of control.</td>
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<td>3. To liaise with University departments and outside contractors to ensure adequate maintenance, servicing and security of buildings and plant within their areas of control and to assist School support departments where necessary.</td>
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<td>4. Liaise with the Technical Services Manager and other Technical Support Officers on the allocation of technical resources for teaching and research.</td>
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<td>5. To give technical support in other parts of the school and from other University departments as necessary</td>
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4. Planning and Organising
Ability to prioritise and act on own initiative with minimal level of direction. Advice from the TSM is available, if required. Assess time and experience needed to complete project work and schedule work plan for research and teaching projects. Plan order placement for materials, tools, consumables etc., to ensure work programme can advance with minimal disruption. Present budget for maintenance controlled by post holder (£60k per annum). Plan and implement routine and preventative maintenance of cleanroom equipment currently valued at £15 million pounds.

5. Problem Solving
Technical problems which may occur during design and manufacture of project and commercial work are expected to be solved independently. Technical and logistical problems which may occur are expected to be solved independently. Assisting with the manufacture and process work of complex pieces of equipment / apparatus, reviewing and refining at every stage of manufacture, and applying novel solutions where necessary.

6. Decision Making
Prioritising and allocating work for technical staff within areas of responsibility agreed with TSM. Assessing safety in the completion of the allotted piece of work, e.g. competence of a staff member/student to work on equipment, assessing and ensuring safe working practices, determining work method and materials. Exercise quality control of output. When to refer to the customer for additional guidance or to feedback issues about design and build, using own specialist knowledge and experience. Supervision of Technical Support Department

7. Key Contacts/Relationships
Ability to work within a team, including technical and academic staff, and students. Communicate effectively with staff at all levels, as well as students (home and overseas) and external contacts. Post holder must have the ability to communicate effectively to a high technical standard both written and orally with commercial customers

8. Knowledge, Skills and Experience Needed for the Job
Educated to higher education level in relevant subjects (e.g. HNC/HND in Chemical/Electrical engineering), with at least ten years relevant work experience in a semi conductor manufacturing environment. Sound knowledge of gas handling, gas supply and gas safety regulations. Sound knowledge of handling and disposal of hazardous chemicals and gases. Sound knowledge of all semi conductor processes and technologies. Good inter-personal and communication skills.

9. Dimensions
Customer base: 181 academic staff (incl. RA’s), 60 staff, 207 post-graduate students, 1000 under-graduate students. Approximate number of indirect reports: 6. Direct reports: 0. Approximate number of staff affected by the post holder: 60. Approximate number of students/customers affected by the post holder. 150 - 200. Buildings: Individual or multiple complexes which can be spread over a wide area.
10. Job Context and any other relevant information
Semi Conductor Manufacturing is continually changing and expanding, so the post holder must keep up to date with relevant advances, new processes and equipment. This is particularly applicable to areas of research and commercial activities within which the SMC is involved. Also the post holder is required to prepare and present Chemical Safety and specialist semi conductor training courses to meet the needs of the SMC, the School and commercial companies.