

Laboratory Technician - Learning and Information Services - Grade E

Job Description

Purpose

To support the Senior Technician in the provision of technical support for students and staff in laboratory facilities.

Duties

1. To support the technical lead and primary contact for the running of the analytical laboratory facilities, ensuring effective and efficient use of resources in designated areas.
2. Set up and operation of analytical equipment and laboratory resources for use by students and staff.
3. To provide help, support, guidance and advice, for example through demonstrations or inductions to staff and/or students in a group or individually, on the use of equipment and the skills, techniques and procedures associated with the practical use of laboratory resources.
4. To help supervise individual or groups of students in laboratory and practical sessions as required.
5. To support the Senior Technician in fault reporting, maintenance and development of equipment and facilities, including daily checks, ensuring they are maintained in a safe, clean, secure and tidy condition.
6. To help supervise technical staff as required by the Senior Technician.
7. Support the Senior Technician in liaising with academic and service staff to monitor and develop the service in line with academic requirements and University objectives.
8. To help coordinate and undertake installations, maintenance and re/configuration of equipment and/or relevant software, including the introduction of new technologies, procedures and practices.
9. To assist the Senior Technician in coordinating stock checks and inventory management activities in line with University procedures including administrative tasks relating to the procurement and disposal of inventory assets.
10. To support the Senior Technician in generating reports for internal committees, annual reviews and any relevant inspections from external bodies or agencies.
11. To ensure appropriate records and logs are kept, by implementing Health, Safety and waste disposal procedures according to University guidelines. To advise the relevant line manager or named responsible individual of any risks to or breaches of these procedures.
12. To assist with and carry out Health and Safety risk assessments for laboratory facilities as required

13. To assist staff and students undertaking research, exhibitions and Knowledge Transfer/income generating activities.
14. To work on and provide support on specific technical projects as the business requires.
15. To demonstrate and provide a consistently high level of customer service to staff and students.
16. To demonstrate flexibility and commitment to the University and LIS mission statements, policies and development plans.
17. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
18. To carry out other such duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Recent and extensive experience of setting up, operating and supporting and maintaining a wide range of analytical equipment. Including elemental analysis instrumentation. (Application/Interview)
- Experience in a customer facing technical support role. (Application/Interview)
- Proven recent experience of supervising and training staff. (Application/Interview)
- Recent experience of instruction and demonstration of technical laboratory analytical instrumentation at all levels. (Application/Interview)
- Experience of carrying out risk assessments and other relevant Health & Safety processes and policies; including Radiation Protection Control. (Application/Interview)
- Educated to Degree level in Chemistry or equivalent experiential learning in the chemical industry, or related discipline. (Application)
- Competence in the use and support of equipment and instrumentation associated with an Analytical laboratory. (Application/Interview)
- Excellent customer service and communication skills both written and verbal. (Application/Interview)
- Understanding of Health & Safety procedures with respect to the work environment. Ability to work safely at all times. (Application/Interview)
- Demonstrable IT literacy and knowledge/experience of relevant PC systems software and support (Application/Interview)
- Proven ability to plan, prioritise and organise own workload and that of others with conflicting demands and tight deadlines (Application/Interview)
- Ability to liaise with and co-ordinate the activities of customers and colleagues (Application/Interview)

- Ability to provide manual handling to varying weights and sizes (Application/Interview)
- Awareness and understanding of confidentiality. (Application/Interview)
- Attention to detail and concern for quality of work of team and self. (Application/Interview)
- Commitment to personal and professional development. (Application/Interview)
- Demonstrate a flexible approach to work and working hours. (Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in a Further or Higher Education environment. (Application/Interview)
- Experience in ICP-MS, ICP-OES, XRF, XRD, SEM-EDS, RAMAN. (Application/Interview)
- Experience in liaising with external sources for the provision of quotes/equipment failure and technical support. (Application/Interview)
- Professional registration with a recognised Science-related organisation. (Application)
- Relevant Health & Safety qualifications. (Application)
- Ability to adapt to changing work environment and new technologies (Application/Interview)