

Laboratory Support Technician - Chemistry/Forensic Sciences - Learning and Information Services - Grade D

Job Description

Purpose

To provide technical support for students and staff in laboratory facilities

Duties

1. To provide technical support for a range of laboratory facilities, helping to ensure effective and efficient use of resources in designated areas.
2. To prepare, set out, clear away, and clean equipment and laboratory resources including chemicals solutions, reagents, and apparatus.
3. To provide help, support, guidance, and advice to staff and/or students on the use of specific laboratory equipment.
4. To assist with maintenance and development of equipment and facilities, including coordination of gas and lab supplies, carrying out routine checks and ensuring they are maintained in a safe, clean, secure, and tidy condition, reporting any faults or issues to the relevant technician.
5. To undertake installation, maintenance, and re/configuration of equipment and/or relevant software.
6. To undertake stock checks, inventory management and ordering of supplies and consumables in line with University procedures highlighting any issues to the relevant technician.
7. To assist with Health and Safety activities for designated facilities as required including, safety audits, risk assessments and waste disposal processes.
8. To assist staff and students undertaking research, exhibitions and Knowledge Transfer/income generating activities.
9. To work on specific technical projects as the business requires.
10. To demonstrate and provide a consistently high level of customer service to staff and students.
11. To demonstrate flexibility and commitment to the University and LIS mission statements, policies, and development plans.
12. 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.
13. 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 demonstrable experience of working in chemistry or forensic science laboratory environments. (Application/Interview)
- Educated to A Level in a science subject or equivalent experiential learning in a related discipline. (Application)
- Good practical skills in scientific laboratory techniques relating to chemistry or forensic sciences. (Application/Interview)
- Good customer service and communication skills both written and verbal. (Application/Interview)
- Ability to work with initiative and independently and to work cooperatively within a diverse team. (Application/Interview)
- Understanding of Health & Safety procedures with respect to the work environment with an ability to work safely at all times. (Application/Interview)
- Demonstrable IT literacy and knowledge/experience of relevant software and support. (Application/Interview)
- Ability to plan, prioritise and organise own workload. (Application/Interview)
- Ability to liaise effectively with customer 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)
- Experience in a customer facing technical support role (Application/Interview)
- Relevant Health & Safety qualifications. (Application)
- Knowledge of Organic, Inorganic and Physical Chemistry. Knowledge of Forensic & Crime Scene Science (Application/Interview)
- Ability to adapt to changing work environments and new technologies. (Application/Interview)