

Clinical Support Technician – Learning and Information Services – Grade D

Job Description

Purpose

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

Duties

1. To provide technical support for a range of laboratory/clinical facilities, ensuring effective and efficient use of resources in designated areas.
2. To prepare, set out, clear away, and clean equipment and laboratory/clinical resources and apparatus as appropriate.
3. To provide help, support, guidance and advice to staff and/or students on the use of specific laboratory.
4. To assist with maintenance and development of equipment and facilities, including carrying out routine checks and ensuring laboratories/clinical areas are maintained in a safe, clean, secure, and tidy condition, reporting any faults or issues to the relevant service.
5. To undertake installations, 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 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 actively participate in simulation sessions from the setup of the simulator to controlling the simulator throughout the session.
12. To demonstrate flexibility and commitment to the University and LIS mission statements, policies, and development plans.
13. 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.

14. 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)

- Experience of working in clinical environment (Application/Interview).
- A level in a Science subject or equivalent experiential learning in a related discipline (Application).
- Basic practical skills in Scientific laboratory techniques (Application/Interview).
- Good customer service and communication skills both written and verbal (Application/Interview).
- Ability to work on own initiative and to work co-operatively within a team (Application/Interview).
- Understanding and awareness of Health & Safety procedures with respect to the work environment (Application/Interview).
- Demonstrable IT literacy skills and knowledge and experience of relevant software and support (Application/Interview).
- Ability to plan, prioritise and organise own workload with attention to detail and concern for quality of work of team and self (Application/Interview).
- Ability to provide manual handling to varying weights and sizes (Application/Interview).
- Awareness and understanding of confidentiality (Application/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 of working in customer facing technical support role (Application/Interview).
- Relevant Health & Safety qualifications (Application).

- Competence in the use of equipment and instrumentation associated with clinical skills, including participation in clinical skills simulation sessions
(Application/Interview).
- Experience of using and supporting with IT and AV technical equipment
(Application/Interview).