

DigiLabs Technical Specialist – TTS6 (TE6)

Job Ref: REQ250173

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

DigiLabs is a unique and innovative digital experience that ensures that graduates are future-fit for the world of work where digital skills, data analytics, virtual and augmented reality play a key part, and can reap the positive benefits of artificial intelligence and machine learning to support future technologies.

The new shared suite of DigiLabs will ensure that graduates are future-fit for the world of work in which digital skills, data analytics, virtual and augmented reality play a key part, and can reap the positive benefits of artificial intelligence and machine learning to support future technologies.

Based in refurbished existing spaces, and complete with the highest quality technical equipment, the four DigiLabs (Extended Reality Learning, 3D data capture and visualisation, Robotics, and Simulation, Modelling and Artificial Intelligence) will be supported by refurbished spaces and complete with highest quality technical equipment, which will provide an integration space to support learning and proactively bring the DigiLabs to life.

Job Description

Job Family and Grade: Technical Teaching and Specialist TTS6 (TE6)

Job Purpose:

As a Technical Specialist at Loughborough University, you will be expected to support the provision of outstanding technical specialism, leading on the day to day running of the DIGIlabs across the campus, development of novel teaching and knowledge transfer through:

- leading the delivery of a high quality and professional technical provision, including line management of 2 apprentices.
- Deliver collaboration between School teaching colleagues and lead on cross school delivery of teaching within DigiLabs.
- ensuring that the DigiLab facilities comply with current health, safety and environmental legislation/standards and that equipment is maintained.
- promoting a positive safety focussed culture amongst the staff and student body.

Job Duties:

- To prepare, organise and deliver technical classes in DigiLab hubs and other areas as appropriate
- To directly line manage the apprentices within DigiLabs but also collaborate and manage cross school stakeholders including School and IT technical colleagues and academic colleagues.
- To manage the DigiLab' facilities to include space allocation, interface with Facilities Management (FM), IT services and Teaching support to ensure all digital and technical equipment is supported, ready for use and supported during teaching development.
- To develop, implement and monitor/review a wide range of policies, associated codes of practice, procedures and management systems to support the DigiLab' activity.
- To provide a professional advisory service on the wide range of DigiLab work equipment and safety issues affecting the University in relation to teaching, learning and research.

- To drive a culture of safety management through effective reporting, communication and policy/ practice development.
- To represent the DigiLab on any University cross functional working groups or committees.
- To work with academic staff and students to ensure that appropriate risk assessments and other documentation needed for any statutory regulations is provided and to standard.
- Order and stock consumables, equipment and apparatus, manage the inventory and maintenance schedule for DigiLab equipment
- Demonstrate, train and support cross school academic and technical colleagues where need on specific DigiLab equipment and technology
- To ensure that an up-to-date collection of relevant safety information is kept in the School and that all staff are made aware of its existence.
- Collaborate with other members of the support staff to provide a comprehensive technical support service cross all Schools.
- Arrange repairs and maintenance of equipment and fabric of labs.
- To induct colleagues and students where required across all DigiLab hubs
- Undertake any training and development deemed appropriate for the position by the Strategic Scientific Technical Lead
- Able to explain technical issues to non-technical people.

Points To Note:

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions:

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility:

Reports to the Strategic Scientific Technical Lead

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

ESSENTIAL CRITERIA

Area	Criteria	Stage
Experience	Significant experience of managing a number of laboratories with a variety of equipment and purposes	1,3
	Experience of running Digital laboratories, workshops and other technical facilities and associated digital activities related to digital technology including VR, AI, Simulation & Modelling, Extended Reality learning, Robotics and 3D data capture and motion	1,2,3
	Experience of providing practical demonstration and instruction in the specialism, including digital technology	1,2,3
	Experience of working effectively and collegiately with internal and external stakeholders at all levels.	1,2,3
	Experience of co-ordinating the effective and safe operation, maintenance and upgrade of equipment	1,2,3
	Experience of co-ordinating the procurement of equipment and consumables within agreed budgets, in accordance with agreed policies	1,2,3
	Experience of applying and co-ordinating relevant processes and techniques, including with digital technology	1,2,3
	Experience of ensuring that correct Health & Safety procedures and practices are being followed by all stakeholders working in your specialist area	1,2,3
	Experience of ensuring compliance with relevant standards and regulations,	1,2,3
	Experience of carrying out or designing experiments and studies, and the instrumentation, equipment and facilities to support digital technology. This must include one or more of the items below: <ul style="list-style-type: none"> • Virtual reality headsets and development of usages • Holographic communication • High-Performance computing and GPU workstations • QT Robots, Clear path Jackal Mobile Manipulators, and Festo robotics • Drones • Markered and Markerless motion capture • 3D Immerisive wall • 3D Scanners like Artec Leo, Space spider 3D • Codamotion 	1,2,3
	Experience of working individually and as part of a team	1,3
Skills and abilities	A flexible and helpful approach to work	1,3

	Ability to use good communication and interpersonal skills to work effectively with a range of stakeholders.	1,2,3
	Ability and passion for communicating specialist knowledge and complex information in an effective and engaging way to a range of audiences, specifically in the area of digital technology	1,2,3
	Ability to work efficiently and accurately, planning and prioritising own workload to deliver tasks within agreed timescales.	1,2,3
	Ability to work independently, apply your own initiative, be self-motivated and lead own workload, projects and teams.	1,2,3
	Ability to learn new skills and solve problems, using initiative and judgement in more complex situations.	1,2,3
	Ability to establish, develop and maintain effective documentation, including/specifically...e.g., standard operating procedures.	1,2,3
	Ability to supervise the work of others in your specialist area.	1,2,3
Training	Proven commitment to ongoing professional development, including mandatory and role-specific training.	1,2,3
	Willingness to take on wider University roles on behalf of the School/Service, such as Health & Safety or other roles.	1,2,3
Qualifications	<p>Level 4, or equivalent qualification, in a computer science, engineering, IT or other relevant subject, including but not limited to:</p> <ul style="list-style-type: none"> • certificate of higher education (CertHE) • higher apprenticeship • higher national certificate (HNC) • level 4 award • level 4 certificate • level 4 diploma • level 4 NVQ <p><i>While a Level 4, or equivalent, qualification is preferred, we recognise the value of practical and 'real-world' knowledge and expertise, therefore candidates with a strong industry track record will be considered based on their demonstrated skills, achievements, and contributions to the field.</i></p>	1
	Willingness to work towards professional accreditation	1
EDI	Commitment to understanding Equity, Diversity and Inclusion (EDI) challenges and observing University EDI policies.	1,2,3

DESIRABLE CRITERIA

Area	Criteria	Stage
Experience	Membership of a relevant professional accreditation	1
	Management of IT resources	1,3
	Experience of managing Health and Safety	1,3
Skills and abilities	Ability to follow instruction to install and troubleshoot software	1,3
	Ability to use diagnostic equipment to identify faults and malfunctions	1,3

	An understanding of the fundamentals of electrical systems and equipment	1,3
Qualifications	Qualified to at least degree level in a relevant subject	1
Other	Current driving license (to meet University requirements for driving University/hired vehicles	1

Conditions of Service

The post is offered on a full-time, open-ended contract within the *Technical Services* job family at Grade 6 (£35,116 to £45,413 per annum); starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>