ROLE DESCRIPTION AND PERSON SPECIFICATION
ACADEMIC AND TECHNICAL STAFF

Role title: Technical Tutor – Computing and Cyber
Service: Media Lab
Pay band: C
Reports to: Ajaz Ali

Purpose

To provide skills training, learning and technical support to students in all aspects of specialist software and hardware in the computer science and other computing related subjects including programming, cyber security and networking as well as supporting related programmes across the university.

Responsibilities

- To deliver software & hardware training workshops relevant to Cyber, Creative Computing and other relevant units as indicated in the validated course specifications.
- To possess general IT support and troubleshooting skills in supporting students own laptop devices.

- To be capable of managing files and data in a cloud-based storage environment.

- To deliver general Health and Safety inductions where required.

- To deliver specialist inductions to sessional tutors unfamiliar with the Institution's resources.

- To support both the presentation of student work (for assessment, exhibitions, degree shows or marketing purposes) and accessibility to information for application learning within the course through the development of materials for the web and/or for the Institution's virtual learning environment

- To work with Professional Services and Academic teams to schedule the delivery and define the content & delivery of workshops/ instructional sessions.

- To work in collaboration with the wider Technical Services Teams across the university in the future development of facilities, equipment and software.

- To engage in continuous professional development relevant to the subject specialism, teaching responsibilities and professional practise, and to maintain a level of subject expertise in line with developments in the subject area appropriate to your contracted employment.

- Maintain relevant equipment within manufacturers guidelines and maintain relationships with contractors and suppliers.

- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.

- Work within Ravensbourne's Code of Conduct and other Rules

- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate

- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role

- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role

- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices

- Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate

- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness

- Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved

Key working relationships
Academic Staff, IT Services Staff and Technical Tutors

Resources managed
- Learning resources

Budgets:
There is no budget responsibility attached to this post.
Staff:
There is no staff management responsibility attached to this post.
Other (e.g. equipment; space)
- Digital Suite (Level 9 of the main RUL building)
- Specialist related equipment used elsewhere within the university

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Person specification (knowledge, skills and behaviours)

	Essential	Desirable
Core personal skills		
Minimum qualification required: BA / BSc in a relevant discipline	x	
Teacher training qualification – City & Guilds Stage 1 (minimum)		x

Experience of FE or HE teaching or relevant instruction	x	
Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.	x	
Team working Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.	x	
Communicating and relating to others Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.	x	
Organising work Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.	x	
Using IT Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment	x	
Problem solving and decision making Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation	x	
Future focussed and change-ready Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.	x	
Numeracy and data Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.	x	
Resource management Ensures that the resources required are available at the right time and in the right place, and appropriately monitored, so that the work can be done effectively and efficiently	x	
Knowledge and know–how **Service Knowledge and its application** Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to	x	

Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant		
Professional context Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally	x	
Service delivery, systems and processes **Delivering the service** Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement	x	
Academic and Technical knowledge and know-how Maintains, develops and applies comprehensive knowledge of the relevant subject discipline(s) and the means of keeping up to date in the application of that knowledge, for teaching and other aspects of the role. Relevant experience within a related industry Knowledge of: Software installation and IT troubleshooting skills (for student laptops) Networking knowledge – TCP/IP – subnetting etc Cisco or AWS certification Cloud understanding Windows server **and** Linux Ethical Hacking tools and techniques	X X	
Academic and Technical educational delivery, systems and processes	X	

Teaching and Learning Combines subject content and learning and teaching methods in ways that fully enable learners to achieve their goals		
Course administration and quality assurance Supports the delivery of education to students by contributing to the efficient running of the programme, in accordance with Ravensbourne's quality standards and procedure	X	
Technical Equipment Ensures that all equipment in use is fit for educational purpose, and that new equipment is purchased cost effectively, installed safely, and regularly maintained	x	
Industry and educational context Develops and maintains an understanding of how developments in both the relevant industries and higher and further education impact upon the role specifically and Ravensbourne more generally	x	