



Job Description

Job Title:	Specialist Technician – Music and Sound Technology (0.6 FTE)
Department / School:	Edinburgh College of Art Information, Technical and Technology Services
Reports To:	Media and Immersive Technical Manager

Job Purpose

Working within ITTS (Information, Technical and Technology Services) facilities to provide specialist training, advice, guidance and support within their work area to students and staff engaged in learning, teaching, research and creative pursuits.

This includes the teaching of relevant technical processes, providing introduction, inductions and training to students in relevant techniques, and overseeing the smooth running of facilities.

The Post Holder will plan, provide and develop all aspects of technical support and guidance for staff and students in all aspects of Music and Sound Technology. They will manage and maintain technical resources and studios in music-associated College areas across several locations in ECA. They will work independently to organise and prioritise daily workload, providing comprehensive technical support to users of the facilities in all aspects of electroacoustic technologies.

The post holder will take a lead role in providing world-class services and facilities to our students and staff. They are required to assess and develop solutions by anticipating future demand, manage safe working within the technical area, and ensure that equipment is well maintained and is used safely and efficiently.

Main responsibilities

- **Support and supervision of Sound and Music technology facility– 40%**
 - Ensuring the health and safety of all in the facility at all times
 - Responding to the needs of students and staff with support and guidance, both responsively and proactively

- Assisting users of the facility with projects and offering technical guidance
- Providing support and direction to Assistant and Support Technicians as required.
- Managing equipment and space bookings and access to the facility
- **Support for learning, teaching and research – 25%**
 - Production and delivery of instructional sessions and training on technical processes
 - Providing technical advice and support for research grant applications and projects
 - Setting up, advising and assisting in all technical aspects of Music Technology, Sound Design and Electroacoustic Composition including digital and analogue audio systems, portable recording equipment and studios facilities.
 - Operating a loan equipment store – advising staff and students in appropriate application of technology.
 - Producing and updating instructional materials
 - Working with academic and technical colleagues to understand the technical support required to underpin teaching
 - Keeping up to date with sector and developments in relevant technology
- **Development and maintenance of the facility and service – 15%**
 - Proactively work to advertise and advocate for the facility among students and staff
 - Contribute to forward planning of equipment refresh in the technical area
 - Advising stores on equipment needed by students
 - Maintenance of equipment & software
 - Proactively proposing and leading on the implementation of service improvements
 - Liaison with suppliers and service contractors
 - Ensure the facility is operated and developed in line with ECA's goals around sustainability, equality, diversity and inclusion.
- **Contributing to wider ITTS initiatives – 10%**
 - Creating links with other technical facilities
 - Developing skills, investigating new techniques
 - Leading small improvement projects within ITTS
 - Sharing ideas and contributing to school-wide projects
 - Knowledge transfer/skills sharing
- **Shows and events - 5%**
 - Providing support for shows, concerts and exhibitions internally to ECA
 - Providing support for external shows, concerts and events
- **Any other reasonable duties as requested by line manager– 5%**

Key Contacts/Relationships

- Colleagues in ITTS, particularly Technical Manager and colleagues within their wider team.
- Academic and research staff, taught and research students and professional services staff across all disciplines, courses and programmes supported by ITTS.
- Contacts external to the School, as needed (e.g., contractors, manufacturers, staff in other schools).

Planning & Organising

- The post holder is expected to plan and prioritise their own work, balancing requests for assistance with longer-term, project oriented work. Prioritising new work requirements and managing competing deadlines as needed.
- Ensure availability of resources (e.g., consumable stock and equipment) in own work area.
- Maintain records and reports.
- Advise on the pricing and purchasing of equipment, following consultation with appropriate staff members and external expertise.
- Take the lead on small-scale departmental projects, and contribute significantly to larger scale projects as part of a project team.
- Contribute to the development and maintenance of the ITTS service catalogue, including contributing to the development of KPIs and metrics (e.g. customer satisfaction) for own areas of responsibility.

Problem Solving

- Use own knowledge of technologies and processes to analyse requests for assistance and provide consultancy, in a wide variety of situations and using a variety of equipment, software, and hardware platforms and working with users with widely varying skill levels.
- React daily to queries and problems from students and academic staff offering troubleshooting support for users getting to grips with new technologies, processes and skills.
- Deal with a range of problems with equipment and make decisions about either solving them, researching solutions, raising them for discussion amongst other members of the team or escalating to vendors.
- Identify service optimisations and improvements where possible, making recommendations to senior management where higher-level decision-making is required.
- Encourage staff and students to think about alternative ways of meeting their goals, given constraints on time, technology, skills etc.
- Work with academics and other technical staff to invent novel solutions to problems around students' engagement with facilities, tools and technology, e.g. creating sample projects or presenting learning materials in a new, more accessible format.

Decision Making

- The post holder is expected use their own initiative and judgement to resolve most issues independently, with unusually complex issues being referred to senior colleagues for further support and guidance.
- Decide on an appropriate range of technologies to recommend to students or staff to tackle a particular problem.
- Establish good practice in particular areas, creating templates and samples of a high quality.
- Analyse and understand a number of possible approaches to a particular goal and use own knowledge and judgement to recommend the optimum strategy.

Knowledge Skills and Experience

Attribute	Essential	Desirable
Education, Qualifications & Training	<ul style="list-style-type: none"> • Either HNC/HND or equivalent level vocational qualifications plus relevant work experience. <p>Or</p> <ul style="list-style-type: none"> • Experience of relevant work, demonstrating development through involvement in progressively more demanding work/roles 	
Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrable in-depth technical knowledge and experience of relevant processes and equipment, including electroacoustic music practices, contemporary orchestral music and sound design. • An inquisitive attitude and desire to learn new skills and technologies to tackle challenges as they arise 	<ul style="list-style-type: none"> • Familiar with teaching strategies in informal and formal settings that support creative engaged learning. • Experience working in a Higher Education environment. • Experience working with DANTE setup • Experience in video technology and post production

	<ul style="list-style-type: none">• Proven ability to present technical ideas and concepts to an audience with a wide range of skill and experience levels• Firm grasp of the health and safety in workplace with students as the primary user.• Awareness of health and safety in context of live events setup and support.• Ability to produce high-quality documentation and learning material for students and staff, using a variety of delivery methods• Familiarity with a range of different uses the music studios could be put to• Confidence in identifying and troubleshooting IT-related issues within MAC OS (relating to sound/ music setup)• Experience supporting a range of processes:<ul style="list-style-type: none">○ Live sound performances support○ Electroacoustic performance support with multi-channel speaker setup○ Experience in location recording and recording of live events: from acoustic and classical, to fully electronic and anything in between○ Immersive audio (Ambisonics, Dolby Atmos)	
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	<ul style="list-style-type: none"> ○ Sound Design ● Software skills should include some combination of: <ul style="list-style-type: none"> ○ Pro Tools ○ Logic Pro ○ Ableton Live ○ Reaper ○ Max Msp ○ Adobe CC 	
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Dimensions

The post holder will be, primarily, based in ECA's Music facilities (currently at Alison House). On-site event support will be required occasionally, which can take place across the Edinburgh University Campus. They will be responsible for running a wide range of specialist sound and music technology facilities and resources. They will diagnose complex facilities and resources, and take appropriate action in rectifying problems, ensuring H&S policies are applied to maintain a safe working environment.

The role will entail supporting specialist Music events (concerts, recitals) - either internal or external, often happening outside of standard working hours, and thus requiring the post holder to have a flexible working pattern.

The post holder will be a member of the wider ITTS Media and Immersive Team, a group of specialists with expertise in areas of Sound, Photography, Animation, Film, TV, and Immersive Technology provided for use within the ECA facilities.

Please note that this is a technical role and as such it has no responsibility for the academic standard of student work. The post holder will be responsible for technical teaching, however contributing to the academic quality of work will be outside the remit of this role.

Additional Information

The post holder is part of ECA Information, Technical and Technology Services of around 60 staff. As the College is split over 3 sites in central Edinburgh, some amount of travel between buildings is required and due to the nature of the work, occasionally some out-of-hours work may be necessary, especially in the context of event support where afternoon/ evening cover will be required.

Digital media facilities are at the core of many aspects of the operations of the College, and it is vital that the post holder is reliable and trustworthy.

About Us

ECA exists within the College of Humanities and Social Sciences in the University of Edinburgh, and comprises the schools of Art; Design; History of Art; Edinburgh School of Architecture and Landscape Architecture and The Reid School of Music. Around 3500 students and 500 staff are engaged in creative practice and research, collaborating with other areas of ECA, the University, and the wider arts, education and industry sectors; this role will involve actively seeking out and engaging with groups and projects in all of these areas.

ECA ITTS is a converged technology support service operating across IT and Technical Services. We provide support for a wide range of processes and equipment from production studios to laser cutters, garment making to IT labs, and we aim to operate consistent processes throughout; therefore, this role will offer opportunities to be involved in diverse and interesting projects.

Key Job hazard information specific to the role

- This role may result in potential exposure to certain hazards as listed below. These will be risk assessed by the school or department, which may require you to participate in, for example, health surveillance or follow other health and safety requirements:
 - Lifting and moving heavy and fragile equipment

If you require this document in an alternative format please contact HR by email at HRHelpline@ed.ac.uk or by telephone on 0131 651 5151.