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| **Job Title** | **Post 20 Technical Associate** IT services-Games Animation |
| **School / Service** | **Arts and Creative Industries & Architecture, Computing and Engineering** |
| **Grade and Salary Range** | **D** |
| **Location and Hybrid working status** | **Docklands/Stratford** |
| **Reporting to** | **Head of Technical Services**  **Technical Group Lead** |
| **Responsible for** | **See details below** |
| **Liaison with** | Staff, students, suppliers, Technicians, Course/Programme tutors, & Heads of Department |
| **Contract type** | **Perm** 0.4FTE |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DEPARTMENT (ACI and ACE group)**

The Schools of ACI and ACE comprise a suite of technical and creative academic courses and related research supported by technical groups.  The students on the courses and staff leading the courses engage with technical resources which are essential to their coursework, exhibitions and research.  There are regular exhibitions of work which are used for promotion of the university as well as assessment.

**JOB PURPOSE**

Technical Associate, Games Animation

We are seeking a highly skilled and experienced Technical Associate to join our team. This position requires a strong background in content production, using relevant software (see list below), combined with excellent collaborative, organisational and time management skills.

**KEY DUTIES AND RESPONSIBILITIES**

**Operational**

* To support the academic courses and research of the students and staff of the University at an intermediate or advanced level of competency.
* Ensure compliance with health and safety regulations and protocols in technical environments at an advanced level of competency.
* Provide first-line technical support to staff and students in the form of demonstrations using lab spaces and equipment.
* Collaborate with Staff, students and course teams to understand technical requirements and provide technical expertise and support to coursework and research.

**Equipment**

* Conduct and oversee regular maintenance, troubleshooting, and repairs of technical software and equipment to ensure optimal performance and safety, including but not limited to PAT testing of tools and equipment.
* Conduct regular inventory checks, monitor supplies, and order necessary equipment or components as needed.
* Support the coordination and scheduling of technical resources for teaching, events, meetings, workshops, and demonstrations.

**Collaboration and Communication:**

* Collaborate closely with other departments, such as other technical groups, to ensure seamless integration of technical production activities and effective communication of requirements.
* When required liaise with external suppliers, contractors, and service providers to source equipment, coordinate rentals, and manage technical support services when necessary.
* When necessary, communicate and coordinate effectively with external partners, performers, and other stakeholders to understand their technical needs, provide guidance, and ensure smooth execution of their project.
* Coordinate technical resources for events, exhibitions, and showcases; ensuring successful implementation and technical support.
* Contribute to the development of policies, procedures, and guidelines related to technology integration and technical support services.
* Work in accordance with UEL’s EDI (Equality Diversity and Inclusion) (Equality Diversity and Inclusion) policies.
* Undertake such duties as may be assigned/directed by the Technical Resource Manager/Heads of Department, including cover for staff where appropriate during periods of absence.
* Stay informed about the latest technological advancements and industry trends in technical production, recommending equipment upgrades or innovative technologies where appropriate.

**Special Conditions**

* Although based in the specialist facilities allocated to this role, the job may involve working at times in any of the other specialist laboratories, workshops and studios for UG and PG courses across ACI and ACE at Docklands or USS.
* Lifting and handling of heavy and/or large objects is a necessity although training will be given. Lifting/handling aids are provided when appropriate.
* Contact with chemicals may at sometimes be part of the job and again, PPE is provided alongside COSHH sheets for the materials.
* The School operates a technical space custodian system; the post holder will be expected to assume responsibility for some technical space on this basis as directed by the Head of Technical services.

**Other Related Activities and Functions**

* To be flexible to carry out other technical duties in other School areas of operation as appropriate, if requested by the Head of Technical Services/SMT, due to variations in workload, staff shortages or re-organisation.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**IT Services Group** Games and Animation

**Technical Support & Facilities Management**

* Maintain and troubleshoot hardware, software, and specialist equipment for game development and animation.
* Oversee and support VR/AR setups, motion capture rigs, high-performance workstations, and render farms.
* Manage software licensing, updates, and version control systems.
* Ensure best practices in optimisation, debugging, and performance rendering.
* (Desirable) Knowledge of cloud-based collaboration tools (Frame.io, WeTransfer, Perforce).

**2. Software & Tools Expertise**

* Provide **technical guidance and hands-on support** for software, including:
  + **3D Game Art:** Blender, Maya, ZBrush, Substance Painter, Unreal Engine.
  + **Game Design:** Unity, Unreal Engine, Adobe XD, Figma, Miro.
  + **Game Programming:** C#, C++, Blueprints (Unreal), Python, Visual Studio.
  + **2D Animation:** Toon Boom Harmony, Adobe Animate, After Effects, Photoshop.
* (Desirable) Experience with scripting for automation, procedural content generation, and shaders.

**3. Training & Workshop Delivery**

* Deliver workshops and one-to-one sessions on game development workflows, asset pipelines, animation techniques, and performance optimisation.
* Assist students in troubleshooting and refining game mechanics, animations, and UI/UX designs.
* Provide guidance on real-time rendering, physics simulations, and interactive storytelling.
* (Desirable) Experience in education, mentoring, or training students and staff.

**4. Project & Industry Engagement**

* Support students with game and animation projects from concept to completion.
* Provide technical input on gameplay mechanics, UI/UX, lighting, rigging, and animation workflows.
* Collaborate with industry professionals on live briefs, game jams, and research projects.
* (Desirable) Awareness of accessibility principles in game design and animation.

**5. Innovation & Research**

* Stay updated on emerging game development and animation technologies.
* Explore AI-driven tools, motion capture advancements, and virtual production workflows.

Recommend and test new software, plug-ins, and production pipelines to enhance teaching and student projects.

**COMPETENCIES REQUIRED**

* Organised and self-motivated (A/I)
* Competent to work in the Fashion technical group.  (A/I)
* Must demonstrate a genuine interest in this technical area (A/I)
* Ability to communicate at all levels with effective interpersonal skills with both staff and students (A/I)
* Ability to support students and staff in a practical environment (A/I)
* Ability to identify problem areas and demonstrate solutions clearly (A/I)
* Highly collaborative: Ability to work positively within a multi-disciplinary technical staff team and academics (A/I)
* Values-driven: you act with integrity and committed to work within the values and behaviours expected of UEL staff. (A/I)
* Committed to continuous learning and self-reflection; You welcome feedback and continually seek to develop your own knowledge and skills. (A/I)

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

* Educated to degree level in a relevant area, or gained substantive equivalent experience in a relevant field (A/C)

**Criteria tested by key:**

* A = Application
* C = Certification
* I = Interview

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!