
This document details the services provided by the Technical Services team in the School of Media, Arts & Humanities (MAH) to support technical operations within the School. It defines the agreed levels of service and the obligations of the service users (MAH students and staff).

This agreement will be reviewed annually via the School Resources Committee and updated with any changes made to the services provided following approval from the School Management Team.

This agreement covers the technical services listed in sections 5 and 6 which are provided by the Technical Services team to all service users in MAH.

The MAH Technical Services team will:

Ensure that technical services, equipment, and facilities are available for use when users need them.

Ensure that equipment and facilities maintenance activities are performed to keep facilities running smoothly.

Ensure that hardware is current and updated and/or replaced in a timely manner. Ensure software remains current and in supported versions.

Provide help, advice, demonstrations and support in the use of equipment and facilities within the department.

We will provide the services and support as defined in this document. We

will deal with your requests in a consistent and fair manner.

We will work collaboratively and communicate honestly, clearly, and transparently, including reporting to the School Resources Committee and its Budget Working Group. Decisions around proposal and acquisition of

Perform regular checks of the facilities including the Mac and PC labs, studios, edit booths, practice rooms and recital room to ensure all equipment is working, fit for purpose, maintained, updated and upgraded as appropriate.

Work closely with ITS to ensure that software is installed and up to date (where appropriate).

Provide one to one support for service users as needs arise, on a day-to-day basis, in relation to equipment and facilities.

Maintain a clean and tidy environment for all users.

Ensure a safe working environment for all users in compliance with H&S policy.

Attend meetings called by module/strand conveners to help planning.

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Changes to the regular opening hours will be communicated to the relevant staff and students in a timely manner via email, Canvas, with signs on the door, and via line managers and other staff.

. Staff, admin tutors, subject and department heads should liaise with the SRC reps and the Technical Services Manager to provide the technical services team with good quality information in a timely manner to enable efficient consideration and implementation of the above.

6.1 Requesting Demos

Demonstrations will be used to provide students with a firm grounding in the practical use of specific equipment, software or technical facility but will not involve teaching any underlying concepts, theories, or general principles. They should complement the module, but not replace teaching sessions. Technical staff cannot carry out supervision or supervise practice sessions, these should be assigned to a tutor.

Requests for regular or timetabled demonstrations should be discussed with the relevant SRC rep, head of subject/department and sent to the Senior Technical Manager no later than one month in advance to allow for appropriate assessment and planning.

Requests for one-off demonstrations and other events can also be requested no later than one month in advance.

Each request for demonstration(s) should be submitted in the requested format, via one of the following online request forms:

For demonstrations that have been delivered before and are present on the Demonstrations Menu(s): [MAH 'Demo Menu' Technical Demonstrations Request Form](#).

For demonstrations that are new, have not been prepared for or delivered before, and do not appear on the Demonstrations Menu(s): [MAH 'New Demo'](#)

The technical team will take part in and support out of normal hours activities where appropriate and as directed by the Technical Services Manager.

8.1 Planned Maintenance

We will endeavour to carry out planned maintenance, updates or upgrades to facilities, hardware or software outside of term time, primarily during the summer, wherever possible, however these activities may sometimes occur during the normal service hours.

8.2 Emergency Maintenance

Occasionally we may need to carry out urgent maintenance, updates or upgrades to facilities, hardware or software to mitigate any immediate issues or risk. When this happens we will endeavour to send out regular communications to keep all users informed.

9.1 CCPe Journalism, Music, Drama and Art History

The group email is your first point of contact, all Senior Technician –Demonstrators, the Technical Supervisor, Technician, and the Senior Technical Manager have access to this email account and your query will be picked up faster than emailing an individual.

Email MAHTechServ@sussex.ac.uk

Telephone **Ext.**

10.2 Access Cards

On passing the Health & Safety induction, students will be eligible to collect their access card, this is an additional card to the student ID card and is only issued to practice students. Collection details will be sent out to all new students prior to welcome week.

10.3 Bookings

All equipment loan requests and facilities bookings are made through e694 (p) (n(e6694 v0T7.7em-33 (e t03564si)0T7.78 (bo