

IT Services

IT Technical Support Officer

Job Ref: REQ190374

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

Job Description

Job Grade: Technical Services, Grade 5

Job Purpose

To apply technical knowledge to provide proactive technical support and advice to users of University IT systems. The primary focus for this job will be to provide IT services and support for the teaching, research and end user environments including desktop and laptop PCs, mobile devices and software used by staff and students of the University and associated organisations.

Job Duties

Systems Installation/decommissioning

- To provide high quality support for users of University IT systems across the team's area of responsibility, including staff and students in Schools, Professional Services and partner organisations.
- To undertake technical duties across the London campus to resolve problems and faults, and correct malfunctions, calling on help from more experienced colleagues if required, documenting results in accordance with agreed procedures, maintaining accurate records of user requests and outcomes, providing timely and accurate feedback to users.
- To implement, support and maintain specialist IT equipment and solutions developed or implemented by the Academic Support team.
- To provide advice and assistance to users in a clear and professional manner recommending solutions and products whilst ensuring compliance with agreed policies and procedures.
- To install, maintain and configure hardware and/or software complying with agreed standards and maintain records of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- To undertake monitoring and reporting tasks to maintain the effective operation of services, acting on known errors and documented workarounds, logging actions and advising supervisor or specialists when management or specialist attention is required.
- To provide an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.

- To provide routine training on the effective use of systems, products and services, providing information on the full range of capabilities to assist users in making more effective use of systems, products and services.
- Carry out routine networking tasks and maintenance following agreed standards and procedures.
- To provide support, advice and guidance, installation, maintenance and incident resolution for staff and students in research and teaching environments including support for teaching computers, IT enabled research equipment, teaching aids and audio-visual systems.
- To participate in projects to introduce and update IT systems and services and to roll out these services to users.
- To administer, monitor and order against appropriate budget lines within the specialism of the role.
- To assist the FM with appropriate technical duties.

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 LU London Facilities Manager

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	Experience of providing technical IT support in a managed desktop environment.	1,3
	Experience of installation, testing and commissioning of supplier specific equipment and software.	1,3
	Experience of everyday desktop software, for example word processing, spreadsheets and graphics.	1,3
	Experience of maintaining and supporting AV equipment.	1,3
Skills and Abilities	Has good inter-personal skills. Is well organised and practical, with a logical, analytical approach to problem solving. Pays careful, close attention to detail.	3
	Good IT troubleshooting and fault diagnosis skills.	1,3
	Is skilled in installing and supporting Windows and Mac operating systems.	1,3
	Has good oral communication skills and takes an analytical approach to problem solving.	3
	Has in depth knowledge of IT and several generic desktop software tools.	1,3
	In depth knowledge of PC hardware and software and operating systems.	1,3
	Knowledge of system software which controls activities such as input, output dynamic resource allocation, and error reporting within the operation or a computer configuration.	1,3
	Has a good working knowledge of IT Infrastructure (hardware, operating systems and local area networks.) and the IT applications and service processes used within own organisation.	1,3
Qualifications	Must be educated to “A” level or equivalent.	1
Other	Ability to undertake various other tasks on an occasional basis at the request of more senior staff in the department, and to a level commensurate with training, knowledge, grade and skills.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Deep knowledge of at least one of the software applications used within own organisation.	1,3
Qualifications	Educated to degree level in a relevant area such as computing.	1
Other	Familiarity with relevant University IT-related procedures and policies (acceptable use, data protection, purchasing etc.) and advises colleagues and end-user accordingly.	1,3

Conditions of Service

The position is full-time and open-ended. Salary will be on Technical Services Grade 5, £24,771 to £29,515 per annum, subject to an annual pay award, plus London allowance of £3,147 at a 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 Grades 1 to 5 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 offer an interest free Season Ticket loan (paid yearly and recoverable monthly through salary) and access to a corporate Gym membership with GLL.

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/>

Applications

The closing date for receipt of applications is **19 May 2019**. Interviews are likely to be held on **30 May 2019** or **31 May 2019**.