Loughborough University

DigiLabs Technical Support Officer
Job Ref: REQ240715

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Technical Services Grade 5

Job Purpose

To apply in-depth technical knowledge to provide both reactive & proactive technical support, maintenance and advice to users of University AV/IT systems. The primary focus for this job will be to provide AV/IT services and support for the University's DigiLabs facilities including specialist technologies such as VR and AR, Robotics and advanced audio-visual systems.

Job Duties

- To provide high quality technical support for users of University DigiLabs facilities across the team's area of responsibility, including staff and students with minimal supervision.
- Apply in-depth technical knowledge of technologies and well-developed problem-solving skills to a wide range of technical services across the Loughborough campus to resolve problems and faults, and correct malfunctions, documenting results in accordance with agreed procedures. Maintaining accurate records of user requests and outcomes, providing timely and accurate feedback to users.
- To provide detailed and comprehensive technical advice and assistance to users in a clear and professional manner developing solutions and recommending products whilst ensuring compliance with agreed policies and procedures.
- Work independently to provide support, advice and guidance, installation, maintenance and incident resolution for staff and students in DigiLabs facilities including support for teaching room technologies.
- To participate in projects to introduce and update AV/IT systems and services and to roll out these services to users.

- To install, maintain and configure AV and IT hardware and/or software to 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.
- Plan tasks and workload to prioritise work to ensure that the needs of the University are met.
- 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 designing and implementing solutions, documenting incidents, progress checking, and ensuring all diagnostic information is captured for error resolution and incident analysis.
- To provide 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 networking tasks and maintenance following agreed standards and procedures.
- To be available for call out, out of normal hours for conferences and events as required.

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 Teaching Support 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 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of providing technical AV/IT support in a managed support environment.	1, 2
	Experience of installing, testing and commissioning of equipment and software including AV and IT systems.	1, 2
	Experience of maintaining and supporting end users.	1, 2
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.	1, 2
	Excellent AV/IT troubleshooting and fault diagnosis skills.	1, 2
	Is skilled in installing AV/IT systems including understanding of wiring schematics for equipment rack building.	1, 2
	Has good oral communication skills and takes an analytical approach to problem solving.	1, 2
	Has in depth knowledge of AV/IT systems and software.	1, 2
	In depth knowledge of PC hardware and software and operating systems.	1, 2
	In depth 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, 2
	In depth working knowledge of AV/IT Infrastructure (hardware, operating systems and local area networks.) and the AV/IT applications and service processes used within own organisation.	1, 2
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.	

Desirable Criteria

Area	Criteria	Stage
Experience	Knowledge of Programming specific control systems within integrated AV systems. Experience of supporting and configuring specialist technologies such as VR headsets.	1
Qualifications	Educated to degree level in a relevant area such as computing.	1
	Relevant Technical Qualification such as AVIXA Certified Technology Specialist accreditation	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

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Technical Services 5, £27,979 to £32,982 per annum, 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 Academic and Related staff/Operational and Administrative 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 also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html

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/