Loughborough University

DigiLabs Technical Support Specialist
Job Ref: REQ240716

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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: Management and Specialist 6

Job Purpose

To lead the technical support services related to DigiLabs and apply specialist technical knowledge to provide technical support, guidance and advice to users of AV/IT systems. The primary focus for this job will be to provide AV/IT services and support for University's DigiLabs environments.

Job Duties

- Using professional judgement, experience, technical knowledge and initiative undertake complex technical assignments to resolve issues and implement technology to meet the needs of the DigiLabs services, its users and comply with standards and policies. Maintaining accurate records of user requests, and outcomes, providing timely and accurate feedback to users.
- To liaise with senior staff in schools to capture and document requirements for AV and IT solutions relating to Digilabs, and design solutions in consultation with stakeholders.
- To plan and oversee the workload including prioritising work for team members, adapting to changing demands and priorities.
- To implement, support and maintain specialist DigiLabs AV/IT equipment and solutions and take responsiblilty for the design, delivery and test of in house installations.
- To provide specialist technical advice and assistance to users in a clear and professional manner recommending solutions and products ensuring compliance with agreed policies and procedures
- To install, configure or remove hardware and/or software, following 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 carry out all tasks associated with operating and controlling the installed hardware and software including system backups and restoring data where necessary, ensuring standards are complied with.
- To provide guidance and assistance to less experienced colleagues acting as a point of escalation for more complex issues and requirements.
- To develop and document installation procedures and standards to allow junior colleagues to complete tasks.
- 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 in normal usage of systems, products and services, providing information on the full range of capabilities to assists users in making more effective use of IT and AV systems, products and services.
- To provide support, advice and guidance and incident resolution for staff and students in teaching environment.
- To lead on DigiLabs projects to introduce and update IT systems and services and to roll out these services to users.
- 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	Significant experience of AV/IT support in a managed support environment.	1, 2
	Significant experience of installing, testing and commissioning of supplier specific equipment and software.	1, 2
	Substantial experience of detailed AV/IT installations including management of external contractors.	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
	Is highly-skilled in installing hardware and software.	1, 2
	Has good oral communication skills and takes an analytical approach to problem solving.	1, 2
	Experience in leading a service	1, 2
	Excellent 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
	Excellent knowledge of system control or management software.	1, 2
	Has in depth knowledge of designing IT and/or AV systems including ability to conduct needs analysis, design and procurement.	1, 2
Qualifications	Must be educated to Degree 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, 2

Desirable Criteria

Area	Criteria	Stage
Experience	knowledge of Programming specific control systems within integrated AV systems. Experience of supporting and configuring specialist hardware and systems such as VR headsets.	1, 2
Qualifications	A degree in a relevant area such as computing.	1
	Relevant Professional Qualifications such as AVIXA Certified	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, 2

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist grade 6, £33,966 to £44,263 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/