

IT Deployment Assistant

Job Ref: REQ241039

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Come and join IT Services at a UK top 10 university. We are at the forefront of supporting the digital campus, protecting and securing our IT systems, and developing strategies to take us forward in a rapidly evolving world. Whatever stage you are at in your career Loughborough University provides a vibrant, dynamic experience. The atmosphere on campus is friendly and relaxed and offers fantastic facilities for staff to use.

As a member of IT Services, you can expect:

- support in developing your career, allowing you to progress towards your goals in a friendly environment;
- mentoring and development opportunities including exposure to a wide breadth of technologies;
- to work closely with all of our partners from across the University to support digital transformation and deliver outstanding levels of service that are recognised as the best in the country by our students in the National Student Survey;
- a supportive dynamic working policy with flexible home/hybrid working where possible;
- a superb 440-acre green site in the heart of Leicestershire with first-rate facilities, plenty of open space, gardens, and sports areas;
- a great salary and benefits package, generous holiday allowance and pension scheme.

There is a sense of pride across campus; employees are proud to be part of our continuous success and are an essential part of achieving all that we do. It's not just students that arrive at Loughborough for the first day of their future - we want our staff to feel the same too.

Diversity of experience, thought and perspective enriches our university and the lives of its community. It is crucial to our ongoing development as an international institution. We strive to create a culture that supports equality and celebrates diversity throughout the campus, and we are actively seeking to make our team more diverse.

Applications for job-share, part-time and flexible working arrangements are welcomed and will be considered in line with business needs.

Job Description

Job Grade: Technical Services Grade 3

Job Purpose

To configure, deploy, install and support equipment and software following standard procedures. To manage the stocks of IT peripherals and equipment and to maintain asset records.

Job Duties

- Image and configure staff laptops and desktops, and equipment for teaching labs.
- Monitor and maintain the stock levels for IT equipment and peripherals – ordering new items to ensure stock is maintained at agreed levels.
- To respond to and fulfil requests for equipment and peripherals in line with standard processes.
- Escalate any complex issues or requests in line with standard processes.
- Record all relevant details in asset repositories and maintain that information.
- Support project work by installing equipment and configuring devices following standard procedures.
- Undertake other defined, regular tasks to agreed procedures
- Become familiar with relevant University IT-related procedures and policies (acceptable use, data protection, purchasing etc.).
- Assist other staff of the department to author documentation as required in support of IT services - this could be procedures or end user documentation.
- Assist in general customer support activities, answering telephone and email enquires, using the Service Desk system to track queries.
- 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.

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.

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 Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & 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 Management 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 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working effectively as part of a team	1, 3
Skills and abilities	Strong interpersonal skills and the ability to deal with the very wide spectrum of people working and studying in the University.	3
	Broad IT knowledge.	1,3
	Good knowledge of current Windows operating systems.	1,3
	Good understanding of PC hardware and software	1,3
	Good user level knowledge of common IT applications.	1,3
	Structured approach to problem-solving	1,3
	Ability after initial training to visit campus sites independently and to work unsupervised.	1,3
	Ability to follow procedures and undertake detailed work carefully and accurately.	1,3
Training	Willingness to undertake training	3
Qualifications	A basic standard of education, typically 4 GCSEs including Maths and English at grades 9-4 (or grades A-C).	1
Other	Commitment to working with the University's Equity, Diversity and Inclusion policies at all times.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience in a customer facing role.	1,3
	Previous work experience in an IT support environment	1,3
Skills and abilities	Knowledge of other operating systems e.g., Linux and MacOS	1,3
	Knowledge of common IT applications, including Microsoft Office, Microsoft cloud Apps and Email.	1,3
	Knowledge of networking concepts and Microsoft networking	1,3
Qualifications	Relevant higher-level qualifications eg or A Level BTEC in Computing	1

Conditions of Service

The position is Open Ended and Full Time. Salary will be on Technical Services GRADE 3, £22,911 to £24,044 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/>