

IT Technical Support Officer (Network and Smart Campus)

Fixed term for 3 years, part time (0.6 FTE)

Job Ref: REQ250743

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Department Summary

IT Services is largely based in Holywell Park, a beautiful area of our green campus with a large car park, good public transport links and next to Burleigh Woods. Loughborough IT came top in the National Student Survey for IT resources & facilities in supporting learning for several years in a row.

We have a very supportive culture, an understanding of work/life balance. Staff particularly enjoy the flexibility available and the opportunity to contribute to interesting University wide projects. Colleagues have a wide variety of backgrounds from different areas, bringing a broad range of experiences.

Training is encouraged via secondment opportunities, lots of internal courses run by Organisational Development, job shadow, as well as online learning and external providers. Departmental lunches allow us to get together to meet all colleagues in person on a regular basis, in an informal setting.

Job Description

Job Grade: Technical Services Grade 5

Job Purpose

The primary focus of this role will be to support installation activities for the remainder of the Wi-Fi refresh project. The job role will include: preparing and configuring wireless access points prior to installation, recovery and disposal of old hardware, asset tagging and documentation. As a member of the Network Team, you will assist with the general provision and support of IT network services used by University staff and students.

Network and Smart Campus are a team within IT Services. The team are responsible for the delivery and operations of the campus IT network, comprising ~2,000 switches, ~6,000 wireless access points, ~350 comms locations, several miles of cross-campus fibre optic cabling and structured cabling within buildings. The network is Cisco SDA (Software Defined Access with a Catalyst Centre management platform). The team are responsible for the physical integrity of the two onsite Data Centres (power, cooling and physical environment).

Job Duties

- To be 'hands-on' with the physical network infrastructure across campus, visiting comms room, undertaking copper and fibre patching, replacing network equipment hardware, repairing physical data outlets and carrying out our comms room maintenance activities as directed by senior colleagues.
- Provides support for students and staff with connectivity issues, giving advice or attending in person to investigate and resolve problems.

- Progresses service desk cases logged on the workflow management system ensuring a prompt response and restoration. Escalates to third party suppliers or team manager where necessary.
- Provides support, advice and guidance, installation, maintenance, and incident resolution for students using their personal devices and in halls.
- Participates in projects to introduce and update IT systems and services and to roll out these services to users.
- To be familiar with relevant University procedures and policies (EDI, acceptable use, data protection, freedom of information, information security, purchasing etc) and advise colleagues and end-users accordingly.
- Undertakes various other tasks on an occasional basis at the request of more senior staff in the professional service, and to a level commensurate with training, knowledge, grade, and skills.
- All team members take a regular turn in the 'campus responder' role (currently one day or two days per week), being the first point of call for incidents and service requests requiring a physical visit on campus.

The role will be based at Loughborough University campus, and the role holder will be required travel between buildings on the Loughborough Campus or adjacent third-party halls of residences within Loughborough. It will be a requirement to visit the Loughborough London campus on an occasional basis.

Note: This job description was created in the spirit of the BCS (The Chartered Institute for IT), SFIA (Skills for the Information Age) level 5 and 6 with support from the BCS.

IT Services Special Conditions:

This post involves configuration, development, or management of infrastructure for corporate IT systems or carrying out other work that requires privileged access to applications and data. Therefore, applicants must provide details of referees including their current line manager covering the three years prior to their application to a post at the University.

Many staff carry mobile phones which allow them to be notified by various systems.

For purposes of system management, IT Services staff often have enhanced access to data, files and computer systems and must always respect the privacy of information to which they have enhanced access. The only exception to this will be investigations authorised by IT Services Director or their nominee.

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 always observing the University's Equity & Diversity policy and procedures. 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 Belonging and Inclusion and, where appropriate, Recruitment and Selection.

Organisational Responsibility Reports to the Network and Smart Campus Team 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	[EC1] Experience of supporting network services including configuring network ports and drivers and installing network equipment.	1,3
	[EC2] Experience in the installation and repair on data cabling data outlets, patching, testing and troubleshooting	1,3
Skills and abilities	[EC3] Logical diagnostic skills demonstrated by the ability to troubleshoot and resolve technical issues with wired and wireless networking technologies.	1,2
	[EC4] Ability to analyse and manage incidents and the ability to provide innovative technical solutions.	1,3
	[EC5] Technical investigation skills, the ability to research and collate information from a variety of sources into technical reports and recommendations.	1,2
	[EC6] Ability to communicate effectively with both IT and non-IT staff.	1,3
	[EC7] Ability to produce clear technical documentation in standard MS Teams/Sharepoint locations in a Microsoft format	1,3
	[EC8] Self-motivated, quick learner, able to work unsupervised and to contribute as an effective member of the team.	1,3
	[EC9] Good time management, task management/tracking, and ability to prioritise.	1,3
Training	[EC10] Demonstrate evidence of proactively undertaking your own professional development.	1,3
Qualifications	[EC11] Must be educated to “A” level or equivalent.	1
Other	[EC12] To promote and engage with the principals in the University Equity, Diversity & Inclusion Core Plan, and associated initiatives.	3

Desirable Criteria

Area	Criteria	Stage
Experience	[DC1] Experience within the HE/FE sector.	1
	[DC2] Experience in working on Cisco networks through design, implementation or operational roles.	1,3
Skills and abilities	[DC3] A good level of awareness of security issues in IT and methods of managing them.	1,3
Qualifications	[DC4] Educated to degree level in a relevant area such as computing OR alternative qualifications and experience.	1

Conditions of Service

The position is part time at 0.6 FTE (equivalent to three days a week), fixed term for three years. Salary will be on Technical Service Grade 5 £29,179 – £34,132 per annum pro rata (based on full time hours), at a starting salary to be confirmed on offer of appointment.

Benefits

The University offers a wide range of employee benefits which can be found [here](#).

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](#)

The University is committed to enabling staff to maintain a healthy work-home balance and has several family-friendly policies which can be found [here](#).