

Technical Deployment Assistant

Job Ref: REQ260304

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 Family and Grade: Technical Services – Grade 3

Job Purpose

To track and act on requests for IT assets and peripheral items. Allocate and deploy hardware and manage stocks of equipment, peripherals and consumables. Update asset and financial records following standard procedures and assist with the management of IT hardware and software assets throughout the asset lifecycle from order and delivery to disposal.

Job Duties

- Monitor and maintain the stock levels for IT equipment and peripherals – ordering new items to ensure stock is maintained at agreed levels, checking delivery notes against purchase orders and general house keeping in the IT Assets facility
- To respond to and fulfil requests for equipment and peripherals in line with standard processes.
- To collect, evaluate, refurbish, reallocate or dispose of via approved methods any items that are no longer required by end users.
- Escalate any complex issues or requests in line with standard processes.
- Record all relevant details in asset repositories, update financial information such as good receipting and recharge information and maintain that information throughout the asset lifecycle.
- 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 outlined in the document.

Organisational Responsibility

Reports to the: Service Improvement Manager

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Experience of working effectively as part of a team	1,2, 3
	Experience of working in a Stock Control or Stores, Customer Service or IT type role	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 and provide a high level of customer service to all	3
	Broad IT knowledge.	1,2,3
	Good understanding of PC hardware	1,3
	Good user level knowledge of common IT applications.	1,3
	Ability after initial training to drive university vehicles across campus sites independently and to work unsupervised including performing manual handling tasks (with appropriate training)	1,3
	Ability to follow procedures and undertake detailed work carefully and accurately.	1,2,3
	Excellent record keeping	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	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3
	Must have a full UK driving licence with no endorsements	1

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	Good knowledge of Windows and other operating systems e.g., Linux and MacOS preferably in a work environment	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	

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique. Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.