

JOB DESCRIPTION

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| Job Title: | IT Support Technician |
| Department: | Digital IT Services |
| Contract: | Permanent, Full-time |
| Salary Range: | £24,948 - £27,131 per annum |
| Salary Grade: | SS3 |
| Report To: | IT Support Manager |
| Job Purpose: | To work as part of a dedicated technology team providing prompt 1 st and 2 nd line customer-focused support in all areas provided by the department to staff and students of the University. |
| Main Duties & Responsibilities: | <ol style="list-style-type: none"> 1. Provide cross-university technology support both remotely and on Campus to enable and enhance efficient and consistent communication and working practices. 2. Troubleshoot and support online lectures, conferencing and recording both remotely and on campus. 3. Support the Universities IT infrastructure, including a range of operating systems, hardware devices and equipment. 4. Provide first-line support for staff in all areas of technology provided by the Digital IT Services department. 5. Manage and maintain computer suites, lecture theatres and classrooms for teaching functions. 6. Desktop deployment and management of equipment on campus. 7. Monitor the IT Helpdesk, log, resolve and manage IT tickets. 8. Maintain and configure hardware and software including imaging and placement of equipment. 9. Build, rebuild and configure computers and IT equipment. 10. Maintain stock control, inventory systems and auditing. 11. Ensure the security of hardware and software in computer suites is maintained. |

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| | <ol style="list-style-type: none">12. Self-diagnose problems and repairs on computers and peripheral equipment.13. Troubleshoot network connectivity.14. Troubleshoot and configure print devices.15. Have an active involvement in the wider department projects.16. Research and suggest technology, equipment and solutions to enhance and develop new and improved methods of teaching and learning.17. Ensure compliance and understanding of all IT and technology-based policies.18. Take part in and deliver regular and appropriate training across the University.19. As technology changes at a quick pace, keep up-to-date with developments and changes across the University.20. Provide support for Open days and events outside of core hours as required.21. To ensure practice is in line with the requirements of the General Data Protection Regulations.22. To commit to upholding the principles of Safeguarding and the PREVENT agenda.23. Any other duties commensurate with the nature and grade of the post. |
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PERSON SPECIFICATION

| Post: | IT Support Technician | Weighted criteria |
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| Experience: | | |
| 1 | Experience in a customer-focused role | X |
| 2 | Experience within an IT role with knowledge of a range of software applications and hardware | X |
| 3 | Experience of using helpdesk systems and procedures | |
| 4 | Experience of using imaging technologies | |
| 5 | | |
| Skills & Abilities: | | |
| 6 | High-level of written and oral communication skills; with the ability to communicate effectively with both IT and non-IT specialists | X |
| 7 | Ability to work on own initiative and as part of a wider team. | X |
| 8 | Organised and methodical approach to problem resolution | |
| 9 | Ability to work accurately and to deadlines | |
| 10 | Demonstrated outstanding customer service skills | |
| Education & Qualifications: | | |
| 11 | Level 3 IT qualification or equivalent or demonstrable relevant experience | |
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| Training & Professional Development: | | |
| 16 | Willingness to participate in any training deemed necessary to the role | |
| 17 | Willingness to keep abreast of developments in the field of IT | |
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| Other: | | |
| 21 | Flexible approach to work. | |
| 22 | An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education. | |
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