

JOB DESCRIPTION

Job Title:	IT Support Technician
Department:	Corporate Services
Contract:	Full-time, permanent
Salary Range:	£23,754 - £25,941 p.a.
Salary Grade:	SS3
Report To:	Senior IT Technician
Job Purpose:	To work as part of a dedicated technology team providing prompt and 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 University's PC and AV infrastructure, including a range of operating systems and hardware devices. 4. Provide first-line support for staff in all areas of technology provided by the Technology Team. 5. Manage and maintain computer suites, lecture theatres and classrooms for teaching functions. 6. Desktop deployment and management. 7. Maintain and configure hardware and software including imaging and placement of equipment. 8. Build, rebuild and configure computers and IT equipment. 9. Maintain stock control, inventory systems and auditing. 10. Ensure the security of hardware and software in computer suites is maintained. 11. Self-diagnose problems and repairs on computers and peripheral equipment.

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

Post:	IT Support Technician	Weighted criteria
Experience:		
1	Previous experience in a similar role.	X
2	Maintenance, configuration and troubleshooting of a variety of hardware and software, including PCs, printers and mobile devices.	X
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Skills & Abilities:		
6	Understanding of current operating systems and software.	X
7	Ability to effectively prioritise competing tasks.	
8	Ability to work effectively both as an individual and as part of a team.	
9	Customer-focused approach; understanding the needs of service-users and the importance of ensuring a positive student experience.	
10	Excellent communication skills; both written and verbal.	
Education & Qualifications:		
11	Relevant level 3 or equivalent qualification.	
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Training & Professional Development:		
16	Record of relevant professional development, with willingness to engage in further training required for the role.	
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Other:		
21	Flexible approach to work, including a willingness to work occasional evenings and weekends to support the service.	
22	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education.	
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