

IT Service Desk Officer

Department:

Information Systems & Technology
Ref: IST-088/P

Salary:

Salary in the range of £24,144 to
£26,642 per annum (pay award
pending in August 2023)

***Closing date for applications:**

**12:00 noon on Monday 19th June
2023**

Interviews are expected to take
place within 2 weeks of the closing

An application form, job description and person specification can be viewed on our website: <https://www.bolton.ac.uk/staff-area/professional-services/about-hr/vacancies> or requested by email: jobs@bolton.ac.uk.

Applicants need to be aware that only a completed application form will be considered, unless it is specifically indicated in an advertisement that a CV will be accepted. Where appropriate, you should include a list of all publications when submitting your application. Please ensure you quote the position reference number on all applications submitted.

If an applicant is interested in more than one vacancy, a separate application must be submitted for each vacancy to ensure that the individual role requirements are addressed.

Candidates must be eligible to work in the UK, for more information please visit <https://www.gov.uk/check-uk-visa>. No agencies.

*Please note, the University reserves the right to shorten/extend the closing date of any position where a high/low volume of applications are received.

Are you interested in joining the number one University in Greater Manchester for student satisfaction?

Here at the University of Bolton, we are proud of our growing reputation as a student focussed University. With our strategy of "Teaching Intensive, Research Informed" we are committed to offering our students the best experience possible. Due to our ongoing growth, we are now looking for a number of new IT support roles for enthusiastic and technically competent IT support professionals to join our Service Desk and Desktop support teams. You will be providing high quality IT and AV assistance to our students and staff, face to face, via phone and chat services.

The successful candidate should be able to clearly demonstrate their understanding of customer service experience; have proven knowledge of working with Microsoft operating systems and applications; demonstrate a good level of problem-solving skills and an interest in latest technology. Minimum requirement is BTEC Level 3 IT qualifications or good experience in a similar IT role.

The role is requiring some flexibility in hours and the ability to work some evenings and occasional weekends as part of a Rota.

We ask a lot from our staff but in return, you will receive a competitive benefits package including access to the Local Government Pension Scheme, an employee benefits scheme and generous annual leave entitlement. As a small University, you will have opportunities to work with colleagues across campus to deliver the best student experience possible.