Job Description

Post: IT Support Officer – Level 2

Grade: Grade 4

Status: Permanent

Reference: IST-093/P

Hours: Full-time

Responsible to: IT Support Team Leader

Main Function of the Post:

To provide high quality IT user support to enable staff and students to be productive with technology by:

1. Assisting users by finding solutions to their IT related problems
2. Provide day to day support, set-up and maintenance for the ICT infrastructure and resources, including end user devices, software and Audio Visual equipment
3. Undertaking solo and group projects which develop the University's IT and learning environment resources
4. To work periodically on the IT Service desk providing remote support to users

Responsibilities

- Receive and resolve user problems both at and escalated through the help desk, according to the given procedures and ensuring that the client and the incident desk are kept informed of progress.

- Ensure that requests for assistance are logged and assessed in line with the identified procedures.

- Perform day to day maintenance and housekeeping routines which ensure that resources are kept in top condition

- Provide advice, support, demonstration / training and documentation to colleagues and end users regarding their desktop and curriculum software needs

- Undertake electrical test and re-tested in accordance with University's Health & Safety Policy, and ensure accurate records are maintained.

- Where necessary operate, demonstrate and give guidance on specified items of specialised equipment

- Ensure that the working conditions in the computer rooms and related spaces are maintained as safe and in compliance with any health and safety at work requirements

- Advise staff and students on any health and safety rules and regulations relating to their routine use of ICT and associated equipment and ensure their compliance.

- Ensure risk and other assessments and procedures relevant to area of operation are completed, recorded and communicated to those exposed to risk.

- Ensure faulty / damaged equipment, which cannot easily be repaired in situ, is reported and appropriate action taken.

- Arrange for the booking /allocation of equipment to students and staff

- To develop themselves personally and professionally and keep abreast with developments in design, technology, IT and health and safety.

- To work within the Institute's policy guidelines and operating standards for IT systems and support.

- To be flexible in their role and to be prepared to change responsibilities in accordance with changing operational requirements, and undertake other duties / activities assigned by their line manager

- Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

- Awareness of environmental sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

  There is a requirement in this role for some evening and weekend working in relation to events, and to work at different campuses and buildings according to the needs of the service and users.

Person Specification

Post:	**IT Support Officer – Level 2**	Reference: IST-093/P	
Department:		Priority	

Criteria		(1/2)	Method of Assessment
1	**Qualifications**		
1 a)	GCSE grade C or equivalent in English	1	Application form
1 b)	GCSE grade C or equivalent in Maths	1	Application form
1 c)	BTEC National Diploma or higher qualification or be able to demonstrate work experience of to operating at this level	1	Application form
1 d)	Degree (or equivalent) in a relevant discipline	2	Application form
2	**Skills / Knowledge**		
2 a)	Thorough understanding of the components of a corporate IT infrastructure (hardware, databases, operating systems, local area networks)	1	Application form / Interview
2 b)	In depth knowledge of personal computers and associated operating systems within a networked (and locked down) work environment including	1	Application form / Interview
	i) MS Windows 10	1	Application form / Interview/test
	ii) Apple Mac OS	2	ditto
	iii) Audio visual equipment including sound, PA, video capture	2	Application form / Interview
2 c)	Demonstrates a good understanding of customer care issues	1	Interview
2 d)	Ability to use methodical and systematic approaches to solve problems and to determine a course of action	1	Application form / Interview/test
2 e)	Ability to express straight forward and routine technical ideas and concepts in ways that are appropriate to the audience both orally and in written form	1	Interview/test
2f)	Awareness of Health and Safety issues associated with computer use in educational or similar environment	2	Interview
3	**Experience**		
3 a)	Credible experience of working in a user support or PC support role	2	Application form
3 b)	Some experience of working in a customer facing role	2	Application form
4	**Personal Qualities**		
4 a)	Able to set goals and routinely prioritise own work	1	Interview
4 b)	Ability to make appropriate decisions in a timely manner, taking into account the needs of the situation, priorities, constraints and the availability of necessary information	1	Interview

4 c)	Flexibility in working practices to accommodate the needs of the service e.g. prepared to work occasional evenings or weekends as required	1	Application form / Interview
4 d)	Able to work with others and contribute to creating effective teams in order to achieve shared goals	1	Interview
4 e)	Demonstrates a highly professional and positive attitude towards work and to providing high quality customer service	1	Interview
4 f)	Able to respond positively to new situations and changes, adapting work methods and approaches accordingly	1	Interview
5	**Other**		
5 a)	Able to work at other sites / location within a similar environment	1	Interview
5 b)	Able to develop, maintain and apply skills in relevant new technologies and as changing legislation / working environment require	1	Application / Interview
5 c)	Awareness of the principles of Health and Safety, Data Protection Act, Freedom of Information Act, UKVI, Prevent and the Bribery Act	1	interview
5 d)	Performance of other duties commensurate with the nature and grade of the post as required	1	Interview
5 e)	Able to travel independently to deliver at partner organisations, institutions, trusts as appropriate	1	interview

- Priority 1 indicates essential criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
- Priority 2 indicates desirable criterion - applicants failing to satisfy a number of these are unlikely to be successful.
- Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required