Post Title:	Technology Support – Lead Technician
Grade:	6

Job Description

2.1. Purpose

The Technology Support – Lead Technician is expected to provide local ICT support and delivery for the different Faculties, Schools or Departments of the university while also ensuring continued Service quality. Working as a member of a shift team covering 16x7 (0700-2300; Monday through Sunday) shift rotation, they will use their in-depth knowledge of the IT provision, coupled with a strong understanding of the needs of staff and students to ensure the delivery of a reliable, high quality local ICT service.

2.2. Main Duties and Responsibilities

1. Provides skills instruction, skills induction, demonstrations and advice to students and staff in ICT facilities, both hardware and software based.

2. Contributes to the overall efficiency and up-keep of the ICT Facilities within the University.

3. Analyse the academic, business or technical requirements to propose service delivery solutions. Consult/liaise with ITS colleagues, University stakeholders, and external consultants, suppliers or contractors to produce recommendations of this service to the Technology Support Management.

4. Provide ICT Assistance in order to support the Universities research and consultancy work.

5. Carry out a maintenance program for equipment and software in liaison with the Technology Support Management Team

6. Contributes to disposal of surplus materials and equipment ensuring University regulations are observed.

7. Take responsibility for the installation, administration and maintenance of locally-managed software on the campus, either on the network or installed locally.

8. To provide technical support in developing, maintaining and running IT laboratories, Classrooms and Lecture facilities for the various Faculty, Schools and Departments

9. Recording of details of hardware and/or software installed or removed, and ensuring that the configuration management records are updated.

10. Ensuring successful Incident, Fault and Problem Resolution in accordance with established procedures and service levels.

11. Assist in the planning, installation, and configuration of audio visual, computing, networking equipment and software in the University teaching facilities.

12. Contribute in advising Faculties, Schools and Departments in purchasing a wide range of ICT-related items that will successfully meet their business plans.

13. Provide skilled assistance, technical guidance and training to students, academic and research staff, advising on relevant techniques and observing safety precautions at all times.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Technology Support Team Leader.

2.4. Supervision Given

Technology Support - Technicians

2.5. Contacts

• IT Services staff

• Staff and students in other Schools / Support Areas of the University Group.

• External Suppliers and other education institutions.

• Contractors

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	• HND in a relevant discipline / Specialist High Level qualification / or related experience	• Degree in a relevant IT or specialism discipline or professional qualifications. • Qualifications in computing or service support would be a distinct advantage (such as ITIL Service Management Accreditation) although relevant experience will be considered in lieu of formal qualifications.
Knowledge & Experience	• Familiarity with a wide range of platforms peripherals and media systems (such as PC and Mac based systems, multimedia, Audio Visual Tech) • Good organisational ability. • Must be able to delegate appropriately and prioritise work appropriately. • Significant experience of working in a computer (and peripherals) installation or support environment, resolving faults and providing advice and guidance. • Coordination and management of junior technical teams. • Significant experience of providing technical support for laboratory-based teaching and research, including software and hardware support. • Specialist knowledge of Microsoft Active Directory	• Experience of working in an HE environment. • High I Low Level programming languages. • Development and maintenance of web sites. • Support and development of ICT in relation to specialist equipment and systems related to a relevant academic discipline, for example engineering. • Experience in image deployment of both Windows and Macintosh Operating Systems with experience in Net-boot and Net-install deployments.

	and Apple Open Directory Integration. • Experience in image creation of both Windows and Macintosh Operating Systems. • Experience of using an IT fault logging or call recording system.	
Interpersonal Skills	• Must have constructive, positive and enabling approach to students. • Ability to organise and deliver several strands of work simultaneously, either directly or through delegation • Ability to work on own initiative whilst contributing as a member of a team. • Must have good levels of verbal and written communication as well as Good literacy and numeric skills. • Able to communicate with staff at all levels	
Job-related Skills, Abilities & Competencies	• Ability to undertake instruction, to present technical information clearly and accurately while having the ability to listen to and be willing to help others. • Ability to develop unique solutions to technical problems. • Able to impart technical knowledge effectively and to work with students and staff at all levels. • Must have an ability to grasp technical matters quickly and with the minimum of instruction.	• Wide range of aptitudes and interests allied to academic programme. • Ability to build a team and develop its capacity to operate effectively. • Experience in either skills demonstration, facilitation and/or instruction

	• High level of planning and • problem-solving ability with an aptitude for installing and • maintaining a wide range of • computer software and hardware, Particularly in a network Environment. • Ability to represent ITS • effectively on various committees, • project boards etc.	
Other Requirements	• Must be flexible over hours and areas of work in order to meet the needs of the Service.	