

<b>Post Title:</b>	Technology Support - Support Technician
<b>Grade:</b>	4

## Job Description

### 2.1. Purpose

Working in a wider team, the Technology Support - Support Technician provides effective ICT support for the University Group. They will provide specific expertise and support for ICT equipment and specialist software within the University.

### 2.2. Main Duties and Responsibilities

1. Supports, distributes and installs ICT equipment, audio-visual equipment and/or software at various locations with the University Group.
2. Carries out maintenance tasks and checks on equipment provided within supported ICT areas. Identify, diagnose and document any faults or servicing requirements sufficiently so that repair/remedial action can take place
3. Provides advice/navigation to both staff and students on the use of bespoke systems and general ICT equipment as well as software packages. Contributes to and maintains user guides and manuals if required.
4. Supports the team with emergency IT and AV support for all teaching and learning classroom situations.
5. Assists with the installation, administration and maintenance of locally-managed software on the campus, either on the network or installed locally.
6. Assists Technology Support Technicians to proactively deliver Service Maintenance, Service Requests (including the booking of facilities), Standard Changes and approved Requests for Change as allocated by Senior Management
7. Liaises with team to deliver service requests (including the booking of facilities), standard changes and approved requests for change.
8. Undertakes the recording of details of hardware and/or software installed or removed and ensuring that the configuration management records are updated.
9. Undertakes successful incident and fault resolution in accordance with established procedures and service levels.

10. Assists in monitoring all faculty and schools security systems ensuring there is no misuse of facilities.
11. Undertakes ICT technical work in all areas of the University as directed
12. Ensures that the customer is kept fully informed about their problem or request and that KPI response times are met.
13. Implement and maintain systems, processes and procedures that support high standards of customer service in the delivery of transactional people processes in line with service level agreements, across the University Group
14. Keeps abreast of developments in the field of computing and teaching technology.

**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**

None.

### **2.5. Contacts**

- IT Services staff, including Executive Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

### 3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> A-Level or equivalent in an IT related discipline</li> <li><input type="checkbox"/> Or experience in lieu of the above which demonstrates knowledge in area.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Microsoft Certified Technology Specialist (MCTS).</li> <li><input type="checkbox"/> Apple Certified Support Professional (ACSP).</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Providing IT support in both hardware and software.</li> <li><input type="checkbox"/> Experience of Installation of wide range of Software.</li> <li><input type="checkbox"/> Professional experience supporting end users.</li> <li><input type="checkbox"/> Use and support of Windows desktop operating system, the Microsoft Office suite and Apple Macintosh operating Systems.</li> <li><input type="checkbox"/> Support of AV equipment</li> <li><input type="checkbox"/> Experience of using an IT fault logging or call recording system.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Experience of working in an educational environment.</li> <li><input type="checkbox"/> Specialist knowledge of Active Directory and/or Macintosh OS X.</li> <li><input type="checkbox"/> Broad range of knowledge of University supported applications and specialist discipline related School or Faculty Software.</li> <li><input type="checkbox"/> Experience in deploying both Windows and Macintosh Operating Systems.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Must be able to work on own initiative, unsupervised, whilst contributing as a member of the technical team.</li> <li><input type="checkbox"/> Must be able to work with students and staff at all levels and be able to impart technical knowledge effectively.</li> <li><input type="checkbox"/> Ability to communicate with staff at all levels</li> <li><input type="checkbox"/> Customer focused approach</li> </ul>	
<b>Job-related Skills, Abilities &amp; Competencies</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Able to prioritise work.</li> <li><input type="checkbox"/> Ability to work under sustained pressure and deliver work to agreed deadlines.</li> <li><input type="checkbox"/> Logical approach to problem diagnosis, problem solving and troubleshooting.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</li> <li><input type="checkbox"/> Requirement to work a 16x7 shift pattern as required to facilitate the</li> </ul>	

	support demands of a global organisation.	
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