Post Title:	Technology Support - Technician
Grade:	5

Job Description

2.1. Purpose

To contribute to effective ICT support for learning, teaching and research within the University, working under the guidance and supervision of the local support managers. Working as a member of a team they will liaise with academic staff as necessary, provide specific expertise and support for ICT equipment and specialist software within the University.

The role will provide Local ICT support and delivery for the different Faculties, Schools or Departments of the university whilst also ensuring continued service quality.

2.2. Main Duties and Responsibilities

1. To distribute and install ICT equipment, audio-visual equipment and/or software at various locations about the University in order to ensure the delivery of advertised services and service levels.

2. To carry out maintenance tasks and checks on equipment provided within supported ICT areas in order to identify, diagnose and document any faults or servicing requirements sufficiently so that work may begin on restoring that facility.

3. Assists in providing advice or training to both staff and students on the use of bespoke systems and general ICT equipment as well as software packages, producing and maintaining user guides and manuals if required.

4. Assist with the installation, administration and maintenance of locally-managed software on the campus, either on the network or installed locally.

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

6. Monitor and control the issue of equipment and materials to authorised students and staff according to Faculty and Schools policies and procedures

7. Liaises with suppliers of goods and services on matters related to repair of equipment.

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

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

10. To be responsible for testing various releases, in compliance with defined software/hardware/service release procedures, in order to identify and resolve problems before general release.

11. Assists in monitoring all Faculty and Schools security systems ensuring there is no misuse of facilities.

12. Undertakes general health and safety supervision of students and staff using equipment and working in laboratories, ensuring safe methods of working in accordance with statutory and University requirements.

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

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

• External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	• At least HNC in relevant discipline or equivalent at an appropriate level	• Preferably qualified to degree level in a relevant discipline • Relevant Professional Qualifications such as MCTS or ACSP (Apple)
Knowledge & Experience	☐ Proven analytical and execution skills. ☐ Takes responsibility and has a sense of ownership. ☐ Results oriented and a commitment to a high-quality customer service ☐ Knowledge of customer behaviors needs and expectations. ☐ Ability to work with colleagues to quickly resolve complex problems in the provision of IT services. ☐ Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support. ☐ Providing IT support in both hardware and software. ☐ Experience of Management & Installation of wide range of Software. ☐ Professional experience supporting end users. ☐ Use and support of Windows desktop operating system, the Microsoft Office suite and Apple Macintosh operating Systems. ☐ Support of AV equipment ☐ Experience of using an IT fault logging or call recording system.	☐ Providing IT support in both hardware and software. ☐ Experience of Management & Installation of wide range of Software. ☐ Professional experience supporting end users. ☐ Use and support of Windows desktop operating system, the Microsoft Office suite and Apple Macintosh operating Systems. ☐ Support of AV equipment ☐ Experience of using an IT fault logging or call recording system.

Interpersonal Skills	☐ Results oriented, adaptive and decisive. ☐ Can resolve conflicts and problems. ☐ Ability to build trust and display integrity. ☐ Ability to work collaboratively and key team player. ☐ Proven communication, and presentation skills. ☐ Creative and innovative thinking. ☐ Must be able to work on own initiative, unsupervised, whilst contributing as a member of the technical team. ☐ Must be able to work with students and staff at all levels and be able to impart technical knowledge effectively. ☐ Ability to communicate with staff at all levels.	
Job-related Skills, Abilities & Competencies	• Able to prioritise work. • Ability to work under sustained pressure and deliver work to agreed deadlines • Able to work constructively within a team and advise and train junior members • Understanding of relevant health and safety issues. • Logical approach to problem diagnosis, problem solving and "Troubleshooting"	
Other Requirements	• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • Ability to work a 16x7 shift pattern as required in order to meet the needs of the business. • An appreciation of other cultures; the global reach of the	

	University and its international agenda. • A mature, professional and self-motivated approach to tasks. • Ability to represent IT Services in formal and informal settings. • Able to work under pressure. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Health & Safety Awareness.	