JOB DESCRIPTION

JOB TITLE	Senior Support Technician
DEPARTMENT	ICT

JOB NUMBER		**GRADE**	6	**DATE**	

REPORTS TO	AV & Operations Manager

CONTEXT

JOB PURPOSE

The role sits within the Technical Services team and the post holder is expected to have a good understanding across a broad range of ICT disciplines and will actively contribute to the day-to-day delivery and support of a broad range of ICT Services to University users.

Providing an excellent experience for both staff and students the role holder will work closely with the Service Desk and a number of service specific areas within ICT to rollout, maintain, resolve issues and support users in the use of a very wide ranging and exciting set of ICT services.

The team is responsible for the smooth running of all ICT operations and also contributing to ongoing continual service improvement

Autonomy
Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influence
Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. This role is expected to be a role model to others across the department.

Complexity
Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.

Business Skills

Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

KEY RESPONSIBILITIES

SERVICE MANAGEMENT

Takes significant responsibility within own service area to deliver a professional service including:
- Co-ordinating, overseeing and reporting the activities within defined service area.
- Change Management; development, evaluation, approval and effective implementation of changes to the live infrastructure.
- Problem Management; Analyses incidents and problems to show trends and potential problem areas.
- Service Level Monitoring; analysis of data to inform Continual Service Improvement
- Asset recording and management

IT OPERATIONS

Carries out moderately complex operations that include:
- Diagnosis and resolution of issues with user devices, applications, peripherals, and communications & networking equipment.
- Monitoring, logging and reporting tasks. Reports problems and other unforeseen or exceptional events to Service Owners.
- Responds to enquiries by users and ICT colleagues and is able to deal effectively with a broad range of problems of moderate complexity, only escalating those which need specialist or management attention.
- Conducts investigations of operational problems, makes proposals for improvement, and implements them when appropriate.

APPLICATION SUPPORT & SYSTEM DEVELOPMENT

For all products, services and systems within the area of responsibility:
- Provides detailed personal advice and guidance to all users in the effective use of systems, products and services, investigating moderately complex problem situations to diagnose underlying causes and helping users to recover or continue operation.
- Investigates issues and other application requests for support and ensures that requests are handled according to agreed procedures and determines appropriate actions to take. Uses own judgement to set priority for resolution, monitor progress and apply escalation procedures for incident not progressing satisfactorily.
- Reviews and accepts releases, upgrades and fixes available for system and identifies those which merit action. In consultation with users, demonstrates all features, install plans and commissions' systems, products and services and their upgrades.
- Contributes to the establishment and maintenance of the University's ICT standards, methods and procedures. Ensures all work is carried out and documented in accordance with these standards, methods and procedures.
- Provides advice and guidance to less experienced colleagues where required and responds to wide-ranging and detailed questioning in own area(s) of specialisation.
- Monitors systems for which responsible by regular review in accordance to published service level agreements. Notes problems and identifies performance trends. Takes corrective action to improve performance and to avoid problems arising.

DESIGN & DOCUMENTATION

Takes a leading role and responsibility for the below areas:
- Provides expert technical knowledge in the configuration of software, other system components and equipment for the systems testing of platform specific versions of software products.
- Obtains formal agreement by stakeholders to scope and requirements and establishes a base-line on which delivery of a solution can commence. Reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.
- Designs and develops systems to enhance or customise system software to satisfy business objectives and tailors system software to ensure maximum efficiency. Prepares software implementation procedures with fall back contingency plans. Ensures that new versions of system software are properly installed and thoroughly tested.
- Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
- Records work with appropriate documentation, meeting the required standards and uses suitable methods and tools.
- Provides guidance and assistance to colleagues in any aspect of system design, creation, testing and documentation.

PROJECT MANAGEMENT

Takes responsibility for the execution of small-scale projects covering:
- Defines, documents and safely executes small-scale projects, actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project.
- Working with users, reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.
- Estimates costs, timescales and resource requirements for the successful delivery of the project.
- Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
- Prepares and maintains realistic project schedules plans and tracks all activities against them, providing regular reports to senior management, and users as appropriate.
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and actioned. Produces appropriate documentation to support these processes.

SECURITY ADMINISTRATION

- Maintains knowledge and awareness of ICT Security policies & procedures and general data security legislation & regulations; always acting within these.
- Provides advice and handles most enquiries relating to basic information security referring to more senior staff for assistance.
- Operates and administers logical access controls relating to one or more platforms, within defined boundaries, in order to provide continuous and secure access to information services.
- Investigates violation reports and logs for potential security breaches; escalating to the Information Security Manager and ICT management as required.
- For all services and systems within area of responsibility, maintains auditable records and user documentation.

TEAM LEADERSHIP

- Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services, projects and products.

PERSONAL DEVELOPMENT

Develops and maintains knowledge and awareness of specialist technical areas by:
- Reading relevant literature and attending training.
- Meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional bodies.
- Maintains an awareness of current developments in broad technical areas and takes significant responsibility for own personal development.

COMMUNICATION & PERSONAL NETWORKS

- Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting technically complex concepts in a clear, jargon free, accessible manner.
- Communicates well, both orally and in writing, arranging and facilitating meetings and presents issues and solutions both orally and in writing.
- Promotes the service within the University and creates strong personal relationships with the full range of stakeholders.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role
The post holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks	
Internal	**External**
- ICT Senior Management - ICT teams - College staff (research, academic and administrative) - Professional service staff - Student Union - Students	- Key Suppliers and Commercial Partners - Other institutions - Sector bodies (UCISA/JISC) - Relevant professional bodies - Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.

PERSON SPECIFICATION

JOB TITLE	Senior Support Technician	JOB NUMBER	

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to degree level or equivalent experience	E	A,I
Industry qualifications	D	A,I
Membership of relevant professional bodies	D	A,I
Experience:		
Specific experience of peripatetic support for ICT related equipment and services in a complex and varied environment	E	A,I
Proven record of delivering results within a given timescale	E	A,I
Experience of working within medium sized programmes and projects	D	A,I
Experience of providing sound design solutions to complex issues	D	A,I
Experience of working in a large, challenging multi-site environment	D	A,I
Experience of managing small multi-disciplined teams	D	A,I
Knowledge of the HE sector	D	A,I
Skills and Knowledge:		
Specific skills & knowledge of computer hardware and software troubleshooting and/or Audio Visual equipment	E	A,I
Broad understanding of ICT disciplines	E	A,I
Excellent problem analysis and solving skills	E	I
Understanding emerging technology trends	E	I
Excellent written and verbal communication skills	E	A,I,P
Project Management skills	D	A,I
Supplier Relationship Skills	D	A,I
Knowledge of service delivery frameworks and methodologies	D	A,I
Competencies and Personal Attributes:		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Analytical in approach to acquiring knowledge and information	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures	E	I,R

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.