



## Candidate Information

<b>Position:</b>	IT Support Technician
<b>School/Department:</b>	School of Pharmacy
<b>Reference:</b>	19/107520
<b>Closing Date:</b>	Wednesday 19 June 2019
<b>Salary:</b>	£24,028 - £27,831 per annum (potential to progress to £29,514 per annum through sustained exceptional contribution)
<b>Anticipated Interview Date:</b>	Wednesday 3 July 2019
<b>Duration:</b>	19 months

### JOB PURPOSE:

To provide Technical and Administrative support to facilitate the smooth running of the School through the provision of a comprehensive IT support service across all School office, teaching and laboratory sites.

### MAJOR DUTIES:

1. Provide general computer support and advice to School staff and students across a range of systems.
2. Provide first-line support service, for the diagnosis and resolution of IT related queries and problems, to all levels of staff and postgraduate students, across two campuses.
3. Diagnose and rectify faults and problems with servers, workstations and other peripherals. Liaise with Information Services and external suppliers, where necessary, to ensure prompt fault resolution.
4. Responsible for the installation, commissioning, maintenance and disposal of IT equipment, software and printers, where appropriate to University standards. Including the maintenance of older Windows systems.
5. Monitor Computer inventory via regular audits and management systems. Perform audits on deployed desktop systems to ensure both hardware and software are compliant with required University standards. Maintain records and ensure these are kept up-to-date
6. Assist users with access to University central systems and networks, including Sharepoint, Office 365
7. Provide specialist technical advice, information and assistance to users to resolve problems and to maximise service quality, efficiency and continuity.
8. Evaluate and provide recommendations and assistance on the implementation and procurement of IT systems and peripherals, keeping up-to-date with latest technology, including systems and applications.
9. Deliver training to School staff on the use of IT equipment, applications and software as required.
10. Assist and provide support for teaching delivered in IT suites.
11. Ensure that IT security, physical security and data confidentiality are maintained to a high standard.
12. Support staff and visiting lecturers with AV, wi-fi and Skype requirements as appropriate.
13. Assist with the maintenance of the School website and information screens.
14. Assist with the development and maintenance of IT documentation relating to deployed systems, for example systems specifications, user documentation, maintenance schedules etc.
15. To undertake any other reasonable duties which are appropriate to the post and may be reasonably requested by the supervisor.

### Planning and Organising:

1. Plan own work on a daily basis to meet relevant deadlines.
2. Plan ahead in order to address priorities and in line with overall business of the School
3. Contribute to larger projects as part of a team as required.
4. Contribute to the planning and organisation of service changes taking into account their potential impact on the smooth running of the School.

**Resource Management Responsibilities:**

1. Must ensure that any assigned tasks are completed in a timely manner, and the user kept informed of progress.
2. Assist in the planning and use of resources, within the area of IT equipment, systems and security, to ensure that they are effectively managed and monitored.

**Internal and External Relationships:**

1. Daily contact with School staff and post graduate students, coordinating with others to ensure that the highest quality service is provided.
2. Provide specialist assistance and advice on a broad range of IT and information management issues to staff and students across the School.
3. Liaise with University Directorates and external suppliers, as needed, to ensure prompt fault resolution.
4. Liaise with key contacts to ensure appropriate integration, collaboration and understanding.

**ESSENTIAL CRITERIA:**

1. Academic and/or vocational qualifications i.e. HND/HNC and/or NVQ level 4 in relevant subject (or equivalent).
2. A minimum of 3 years relevant experience to include experience in each of the following:
  - Experience of supporting customers using PCs, running Microsoft Windows, and Apple hardware and operating systems in a networked environment including the installation of operating systems and applications software
  - Experience in troubleshooting a range of hardware and software problems.
  - Experience in the support of Microsoft Office packages including Outlook.
3. Comprehensive technical knowledge of a range of computing systems, hardware and software.
4. Comprehensive knowledge of relevant systems equipment and processes.
5. Good communication and interpersonal skills in dealing with a range of professional support academic and research staff and students.
6. Ability to plan own work to meet deadlines and address priorities.
7. Evidence of well-developed analytical and problem solving skills.
8. Excellent oral/written communication and interpersonal skills in order to establish effective working relationships.
9. Must be able to work in a team, but also be able to work on own initiative.
10. Ability to prioritise and organise individual workload to ensure the effective and efficient achievement of individual and School goals.

**DESIRABLE CRITERIA:**

1. A degree in Computer Science, Information Technology or relevant subject.
2. Experience working in a further/higher education environment.
3. Experience of Active Directory.