Candidate Information

Position: User Support Technician
School/Department: IT Systems and Services
Reference: 21/108807
Closing Date: Monday 17 May 2021
Salary: £24,461 - £28,331 per annum
Anticipated Interview Date: Wednesday 26 May 2021

JOB PURPOSE:

To provide Service Desk and related functions in support of the University's Computing services.

MAJOR DUTIES:

1. Provide a high quality computer Service Desk to the staff and students of the University, dealing with a range of queries by staff and students, in person, by phone and by email.
2. Provide first-line support for the diagnosis and resolution of computing-related queries and problems, resolving problems in the first instance, assigning them to self or Service Desk colleagues for follow-up or escalating them as required.
3. Assign tasks, where appropriate, to other groups within Information Services and track these tasks to successful completion, while communicating progress to the customer.
4. Maintain a record within the Service Desk system of all calls to the Service Desk, including details of problem resolution.
5. Install and maintain computer systems and applications to defined standards on a University-wide basis.
6. Adopt a proactive approach to the identification and resolution of computer-related problems.
7. Maintenance of relevant information and documentation on all deployed systems, e.g. systems specifications, user documentation and maintenance schedules.
8. Perform audits on deployed systems within QUB departments to ensure compliance with suitable specifications of hardware and software such as Antivirus and Operating System build.   Offer recommendations to departments on hardware and software configurations.
9. Provide specialist technical advice, information and assistance to users to resolve problems and to maximise service quality, efficiency and continuity.
10. Participate on project groups with specific objectives/targets in collaboration with other teams within Information Services and wider IT community in the University.
11. Maintain both technical and soft skills to align with Team/IS objectives.
12. Your job title does not define or limit your duties and you may be required to carry out other reasonable work within your abilities as may be reasonably requested by management from time to time.

Planning and Organising:

1. Plan own work over the short to medium term to meet deadlines, with an awareness of longer term issues, in response to line management's general instructions.
2. Prioritise much of own work with in a general plan to meet deadlines and quality standards and respond to emergencies as they arise.
3. Input into the planning of the Service Desk operation.
4. Take responsibility for maintaining documentation and preparing standard reports.
5. Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
6. Maintain a high degree of customer service for all support queries and adhere to all relevant service management principles espoused within ITIL.

Resource Management Responsibilities:

1. Communicate and liaise directly with a range of staff and students.
2. Take responsibility for the installation and maintenance of computer equipment to agreed Information Services standards across a range of University departments.
3. Maintain details of licenses, where appropriate.
4. Attend seminars, conferences, webinars or other development events as deemed appropriate by line manager.

Internal and External Relationships:
1. Communicate and liaise with staff and students about computer system implementation and service issues.
2. Ensure that information to and from customers on infrastructure service issues is communicated effectively, escalating problems as appropriate both within the division and across other divisions.
3. Communicate with external suppliers and service providers, within established guidelines.
4. Participate fully in the delivery of a communication strategy which will include social media channels e.g. Facebook, Twitter etc.

ESSENTIAL CRITERIA:
1. Educated to at least HND or Degree level in a computing related subject.* Consideration will also be given to candidates who do not hold a HND/Degree but can demonstrate substantial relevant experience.*
2. A minimum of three years' service *desk experience (within the last five years) in a technical support role to include each of the following:
   • Support of customers using PCs with MS Windows in MS Active Directory environment*.
   • Installation of Operating Systems and applications software on desktop or server systems.*
   • Support of MS Office.*
3. Diagnostic and problem solving skills.
4. Ability to create and maintain technical and support documentation*
5. Excellent communication skills in both written and spoken English.
6. Ability to work effectively in a team with a flexible can-do approach, self-motivation, resilience and a willingness to adapt to the changing needs and priorities in your team and across the University.
7. Evidence of excellent customer service, demonstrating an appropriate balance between technical problem solving and a diplomatic approach employing tact and initiative when dealing with a diverse range of end users.
8. Must be prepared to travel to all sites across the University.
9. Will be required to wear appropriate clothing which may include corporate clothing as part of Service branding.
10. We reserve the right to introduce changes in line with technological and staffing developments which may impact upon your job duties or methods of working.

DESIRABLE CRITERIA:
1. An industry recognised certification such as MCDST, MOS, Advanced ECDL or ITIL Foundation.*
2. Significant experience of providing customer support in a direct customer-facing role*
3. Experience of providing user documentation in a computing context.*
4. Experience in the use of presentation, database or statistics software packages.*
5. Experience in troubleshooting hardware problems with PCs and other devices.*
6. Experience in the support of Apple hardware and software.*
7. Evidence of participation in IT project delivery as part of a team.*