



Candidate Information

Position:	Computer Technician (Evenings) - Part-time 18.5 hrs per week
School/Department:	School Office (Elect, Elect Eng & Comp Sci)
Reference:	21/108936
Closing Date:	Monday 5 July 2021
Salary:	£21,236 to £23,754 per annum (pro-rata)
Anticipated Interview Date:	Tuesday 27 July 2021
Duration:	24 months

JOB PURPOSE:

To provide technical support to ensure the smooth running of the School's computing laboratories and staff computing environment. Provide first-line support for the diagnosis and resolution of computing-related queries and problems, resolving problems in the first instance or escalating them to colleagues for follow-up as required.

MAJOR DUTIES:

1. Install and maintain computer systems and applications to defined standards.
2. Operate and carry out routine maintenance on computing devices, printers, peripherals and AV equipment.
3. Provide a high-quality technical support service to the staff and students of the School, dealing with a range of queries, in person, by phone, by email or via our helpdesk ticketing system.
4. Provide evening support cover during term time.
5. Carry out routine maintenance of computing laboratories.
6. Monitor levels of stocks/stores and ensure that equipment, consumables and work area are ready to use when required.
7. Prepare and carry out computer support tasks, following guidelines and/or procedures.
8. Resolve work problems where possible, referring more complex problems to supervisor.
9. Interact with customers in a professional manner and be an ambassador for the School within the University.
10. Work independently and as part of a team across School sites on campus.
11. Comply with Health and Safety procedures affecting self and others within the workspace and the university and undertake basic training provided by the university.
12. Maintain routine documentation and report basic information to supervisor.
13. Carry out such other duties as may be required and which fall within the general role or as required by Head of School.

Planning and Organising:

1. Carry out a range of tasks to time and quality requirements, working within established routines or procedures, with access to guidance where needed.
2. Plan and prioritise own work schedule to meet work unit demands, but refer to more senior colleagues for prioritising and scheduling of non-standard work.
3. To follow procedures and best practice and to act in a professional manner at all times.

Resource Management Responsibilities:

1. Monitor and take responsibility for small-scale resources/cash, following ordering procedures to ensure adequate resources are available to meet work requirements.
2. Support student learning through the demonstration of standard equipment and techniques.

Internal and External Relationships:

1. Communicate and liaise with supervisor, University colleagues, service users and/or external contacts, usually through established routine connections (e.g. students/staff, regular suppliers/contractors) as own section of work requires.

ESSENTIAL CRITERIA:

1. Academic or vocational qualifications (e.g. NVQ 3, 2 A Levels , ONC/OND, City and Guilds level 3 or equivalents in a relevant subject) plus 2 years demonstrable experience in a relevant role.
2. Proven experience of installing and configuring Microsoft Windows and Microsoft Office software suite in a networked environment.
3. Understanding and awareness of Health and Safety regulations and procedures.
4. Good communication and interpersonal skills.
5. Ability to prioritise own work to meet customer demands.
6. The ability to work independently and as part of a team.
7. A strong interest in IT.
8. Willing to gain experience and learn new skills and techniques.
9. Work in the evening and at weekends, at such times to be arranged by consultation to meet the needs of the University.
10. Occasionally work during 9.00 - 5.00 hours may be required, by arrangement, to provide support cover for other members of the Computer Technician team.

DESIRABLE CRITERIA:

1. Demonstrable experience in an IT role in an educational setting.
2. Proven experience of installing and configuring Mac OS/UNIX/Linux in a networked environment.
3. Proven experience of Android/iOS mobile devices.
4. Knowledge of Microsoft Active Directory.