

Job Description

Job title:	IT Supporter (Offsite)
Department/School:	Computing Services
Grade:	6
Location:	University of Bath

Job purpose

The IT Supporter will be actively involved in the day-to-day delivery of an effective IT Support Service to the University. The post-holder will maintain a depth of technical knowledge allowing them to address incidents, changes and enquiries which cannot be resolved by the Service Desk. They will act as trusted advisors developing a deep local knowledge of technology within a faculty, department, area, or technical discipline. They will also contribute to the delivery of small technology projects to further support the work of the University.

The post-holder will assist in developing the IT Support Service, whilst maintaining positive relationships with the customer-base and staff within the Computing Services Department.

Source and nature of management provided

IT Support Manager (*Section*).

Staff management responsibility

The post-holder may be asked to supervise trainees or casual staff.

The post-holder will be expected to implement and work within the University's Policies, Procedures and Guidelines.

Special conditions

Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday.

The post-holder may occasionally be required to undertake duties outside of standard University hours including evenings or weekends where the business need arises.

The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

The post-holder will be required to travel to all University and Partner Sites and Centres.

Main duties and responsibilities	
1	Ensure that incidents and service requests are handled according to agreed procedures instigating escalation procedures to third line support or line managers, if necessary.
2	Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures.
3	Assess, analyse, develop, document and implement changes based on requests for change.
4	Undertake routine installations and de-installations of items of hardware and/or software within established safety and quality parameters. Correct malfunctions, calling on other experienced colleagues and external resources if required, and document details of all hardware/software items that have been installed and removed.
5	Identify and resolve issues with applications, following agreed procedures and carry out applications maintenance tasks.
6	Using the ITSM system, ensure that all work is appropriately logged, allocated and prioritised for a timely and efficient resolution.
7	Under the direction of the IT Support Manager, define, document and carry out small projects or sub-projects alone or with a small team, actively participating in all phases, identifying, assessing and managing project risks and preparing realistic plans (including quality, risk and communications plans).
8	Maintain an in-depth knowledge of specific technical specialisms, and provide expert advice regarding their application.
9	Communicate effectively acting as a key liaison with customers, team members and colleagues across the University.
10	Design and create well-engineered documents and manage the configuration of documentation items and files, within own area of responsibility.
11	Take responsibility for own workload and keep others informed, highlighting potential problems and suggesting solutions to ensure continuity of service delivery.
12	Promote and assist in the implementation of strategies, policies and procedures that seek to guide and shape the IT Support Service delivered by Computing Services.
<p>In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.</p> <p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.</p> <p>Some additional travelling may be required, for example to user groups or conferences.</p>	

Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Educated to degree level or equivalent qualification or experience in a related field	✓	
ITIL (Version 3 or later) Foundation Level		✓
Vendor-specific IT qualifications or certifications		✓
Professional project management qualification (e.g. PRINCE2 foundation or equivalent)		✓
Full UK driving license	✓	

Criteria: Knowledge and Experience	Essential	Desirable
Experience of providing IT or AV support (1 st & 2 nd tier) and the processes associated with it, ideally in an academic environment	✓	
Knowledge of computer hardware including servers, desktop PCs, laptops and mobile devices	✓	
Experience of installing, using and administering one or more computer operating systems such as Microsoft Windows, Mac OS and Linux	✓	
IT networking knowledge	✓	
Experience of managing computers and file permissions using Active Directory and Group Policy		✓
Experience of using an IT Service Management system to manage, allocate and monitor support tasks		✓
Proven experience of effective working in a customer service environment	✓	

Criteria: Skills and Aptitudes	Essential	Desirable
Technical competence and proven troubleshooting skills	✓	
Excellent organisational skills	✓	
Excellent interpersonal and communication skills	✓	

Ability to trouble-shoot a multitude of hardware and software problems and to learn / adapt to new technologies.	✓	
Ability to work with HE staff at all levels	✓	
Ability to assimilate new support tasks, while retaining and developing established ones	✓	
Ability to adapt communication style to suit the audience	✓	
Ability to work within a changing business and technical environment	✓	
Ability to deal with confidential and sensitive information with tact and discretion	✓	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.