Last updated: March 2019

JOB DESCRIPTION

Post title:	**Assistant Desktop and Systems Support Technician - Dalian**
Unit	Southampton Education Consulting (Beijing) Ltd.
Grade	China 1
Posts responsible to:	Desktop and Systems Support Technician - Dalian
Posts responsible for:	None
Post base:	Office-based - Dalian, China.

Job purpose
To support the Desktop and Systems Support Technician to provide frontline ICT support to the University of Southampton community of staff and students while based at Dalian Polytechnic University in China.

Key accountabilities/primary responsibilities	% Time
1. Support the Desktop and Systems Support Technician to provide desk-side and remote support for the University's ICT systems including software, hardware and network services, by managing incidents and requests from University staff and students through to resolution, in accordance with our quality standards. Assist in the development and production of relevant procedures/processes for use in IT and Graphic Art facilities for staff and students in Dalian.	65%
2. Under the guidance of the Desktop and Systems Support Technician provide advice and assistance to University staff and students of University of Southampton and Dalian Polytechnic University (DPU) in how to best utilise ICT to support their day-to-day requirements.	15%
3. Ensure that equipment is installed in compliance with safety standards and that the same level of compliance is maintained in all subsequent maintenance work.	15%
4. Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
The post holder will be required to liaise with relevant members of the University of Southampton and with colleagues in other institutions.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Educated to Gaokao (China) or NVQ2, GCSE or City and Guilds (UK), with some relevant work experience in a technical support role.	Educated to skill level equivalent to achievement of undergraduate degree level or equivalent skill level.	CV
	Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.	Knowledge of supporting Mac operating system.	CV, interview
			CV
	Good standard of English gained through IELTS 5.5 or 6 (International English Language Testing System) or equivalent.		CV
	Fluent in Mandarin		CV, interview
	Ability to operate and maintain relevant basic machinery.		
	Ability to make effective use of standard computer systems		
	Experience of data input and record keeping.		
Planning and organising	Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.		CV, Interview
			CV, Interview
Problem solving and initiative	Able to solve a range of problems by responding to varying circumstances, whilst working within standard procedures.		CV, Interview
			CV, Interview
Management and teamwork	Able to contribute to team efficiency through sharing information and constructively supporting others.		CV, Interview
	Ability to adapt well to change and service improvements.		CV, Interview
			CV, Interview
Communicating and influencing	Able to seek and clarify detail.		CV, Interview
	Able to explain procedures and provide assistance where necessary.		
	Ability to demonstrate own duties to other colleagues as required.		
			CV, Interview
Other skills and behaviours	Demonstrable keenness to keep up with new technologies and services in IT support		CV, Interview

Special requirements	Having the flexibility to work out of hours on occasion to meet user or service expectations		

JOB HAZARD ANALYSIS

Is this an office-based post?

☐ Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
☒ No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: Specifially in Dalian there is a risk from air pollution		x	
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			

## Shift work/night work/on call duties			