

# Job Description and Person Specification

Last updated: August 2019

## JOB DESCRIPTION

Post title:	<b>Deployment Operative</b>		
School/Department:	Logistics, Distribution & AV - iSolutions		
Faculty:	Professional Services		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	Team Supervisor Deployments		
Posts responsible for:	n/a		
Post base:	Office-based/Non Office-based (see job hazard analysis)		

Job purpose
To ensure the provision of comprehensive, effective and efficient Deployments services and support across the University. Apply judgement and provide detailed, specialist advice and guidance as required in resolving requests and incidents within specified SLAs/KPIs.

Key accountabilities/primary responsibilities	% Time
<p>1. Provide appropriate, timely and quality advice in response to specialist enquiries from colleagues and students on equipment and hardware, providing advice on specialised but established procedures and related matters and recommending alternative sources or courses of action if unable to assist. This may include any matters relating to specialist deployments and distribution processes/services or advising customers in alternative courses of action or contacts if unable to assist (for example, ServiceDesk and IRT). To ensure timely resolution of request and incident tickets and delivery of support services in conformance with iSolutions quality management standards. These issues may be in both the staff and public domain.</p>	40%
<p>2. To build, configure, deploy, and demonstrate new and refurbished IT hardware as required (including installation of monitors, RAM, SSD requests and yearly rebuild of CLS/PWS machines). Similar support may be provided in other business support teams if required (e.g. in periods of high absence or critical incidents).</p>	20%
<p>3. To ensure that build incidents and issues are investigated, resolved and documented for the benefit of all internal and external users. To provide additional support and coverage of IT WEEE disposals to maximise useful life of equipment. To help support and develop the Apple user experience by doing project and development work with the Systems Development team.</p>	10%

Key accountabilities/primary responsibilities		% Time
4.	Assist and contribute towards the development of process and policy improvements, new systems or procedures. Take an active part in the iSolutions Continual improvement projects and activities, enhancing the customer experience by maintaining and improving IT provisions across the whole of the University.	10%
5.	To provide risk assessments for, and ensure equipment is installed in compliance with safety standards (e.g. PAT) and that the same level of compliance is applied in subsequent maintenance work.	5%
6.	Act as a mentor for new and existing team members.	5%
7.	Ensure core safety, health and well-being legislative requirements are met in your area of responsibility.	5%
8.	Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
Other staff and teams in the department Staff members across the University External customers

Special Requirements
This role may need to provide cover to other Service Support teams where necessary (e.g. due to high levels of absence or business critical incidents).

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.</p> <p>Experience working in an IT/AV related area.</p> <p>Experience in the use of Active Directory.</p> <p>Practical experience in producing technical and procedural documentation.</p> <p>Experience in analysing and troubleshooting PC, MAC and Linux systems.</p> <p>Experience of operating and installing a variety of Business Applications.</p> <p>Able to apply a comprehensive understanding of relevant University systems and procedures and procedures, and an awareness of activities in the broader work area..</p>	<p>Qualification in Computer Science.</p> <p>Knowledge and experience of ITIL.</p> <p>Lean Six Sigma White Belt</p>	Application & Interview
Planning and organising	<p>Resourcefulness in ensuring workloads are delivered within agreed deadlines.</p> <p>Ability to follow established working procedures and where appropriate, adjust to changing procedures and working practises.</p>		Application & Interview
Problem solving and initiative	<p>Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.</p> <p>Ability to proactively follow problems through to resolution.</p> <p>Ability to identify service requirements for customers</p> <p>Be able to produce and reconcile reports from existing systems</p> <p>Methodical approach to data collection and recording.</p>	<p>Ability to interpret customers' 'fault' reports and to systematically analyse and solve service-related problems</p>	Application & Interview
Management and teamwork	<p>Experience of taking an active part in a team, improving efficiency by sharing information and knowledge and supporting others as required to adapt well to change and service improvements</p>		Application & Interview
Communicating and influencing	<p>A professional, customer orientated approach to service</p> <p>Excellent communication skills, good spoken and written English</p>	<p>Ability to explain use of technology to non-technical customers in simple, clear terms</p>	Application & Interview

	<p>Be able to contribute and support team working, maintaining an effective working relationship with colleagues</p> <p>Confidence to be a first point of contact for enquiries from a diverse customer base</p> <p>Confident approach and technique to deal with queries</p> <p>Able to deal with sensitive information in a confidential manner.</p>	Able to contribute formal presentations to team, departmental and University meetings	
Other skills and behaviours	<p>Self-motivated and proactive in managing issues and requests and decisive in the appropriate course of action.</p> <p>Customer focused in approach with the ability to adapt as required to differing customer needs, situations and circumstances.</p> <p>Energetic and enthusiastic in dealing with issues and requests but also in contributing to the wider team activity and service improvements.</p> <p>Patient and empathetic when dealing with customers, ensuring they feel valued and understood every step of the way.</p> <p>Resilient in nature with an ability to manage the fluctuating demands of the service.</p> <p>An ability to challenge the way in which we deliver our services, seeking new and improved ways of doing things.</p> <p>Demonstrable keenness to keep up with new technologies and services in IT support.</p>		Application & Interview
Special requirements	Able to understand and manage risks when working with live data on live systems and in machine rooms.		Application & Interview

## JOB HAZARD ANALYSIS

### Is this an office-based post?

<input type="checkbox"/> 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.
<input checked="" type="checkbox"/> 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	x		
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:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)	x		
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling	x		
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	x		
Lone working			
## Shift work/night work/on call duties			