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| Last updated: | May 2024 |

**JOB DESCRIPTION**

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| Post title: | **IT Support Technician** | | |
| School/Department: | ISolutions / IT Support Services | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | Tech Hub Lead/Team Leader IT Support | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| To provide frontline IT support to the University community by resolving incidents and service requests either remotely (through our Service Desk's various communication channels including chat, email, telephone and self-service) or in-person (either at a tech hub or at the user’s desk).  To ensure the provision of comprehensive, effective and efficient Deployments services and support across the University  To develop specialist skills to keep pace with the developing range of services provided to the University Community by iSolutions. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To provide in-person and remote support for the University’s ICT systems and services including software, hardware and network services, by managing incidents and requests from university staff and students through to resolution, using the university's ITSM tool, in accordance with our quality standards and service level agreements and targets.  Deliver, or oversee, a range of specialised service support tasks, advising and assisting on specific systems or processes, to maximise service quality, efficiency and continuity  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). This will apply to staff machines but also to students who visit a Tech Hub with personal machines where required (subject to legal waiver).  Operate as an individual and part of a wider team, organising and planning own work activities and/or those of a line manager, to contribute to the achievement of team/department and faculty objectives | 50% |
|  | To provide advice and assistance to internal and external customers in how to best utilise IT and university-provided systems and services to support their day-to-day requirements. This includes advice on hardware and specialist deployments and distribution processes.  To provide detailed advice and guidance on specialist defined processes and procedures to internal and external customers, using judgement to suggest the most appropriate course of action where appropriate.  Provide appropriate, timely and quality advice in response to specialist enquiries from colleagues and students in line with service support KPI's.  Organise and resolve most issues and queries independently, providing advice on specialised but established procedures and related matters to colleagues and students, recommending alternative sources or courses of action if unable to assist. | 15% |
|  | Identify common themes and trends requiring further root cause investigation and provide recommendations for resolution.  Perform detailed manipulation, analysis and/or evaluation of specialised, but relatively straightforward, information or workflow processes, highlighting and prioritising any issues for further investigation and preparing reports to support decision making. | 10% |
|  | Ensure that equipment is installed in compliance with safety standards and that the same level of compliance is maintained in all subsequent maintenance work.  To ensure all waste is disposed of in line with WEEE disposal guidelines, whilst maximising useful life of equipment | 5% |
|  | To review procedures and processes, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements where identified and implementing agreed change.  In collaboration with the Team Lead, identify areas of improvement to the service. | 5% |
|  | To develop knowledge in a specialist area of support and take responsibility in documenting and disseminating knowledge in that area to the rest of the team. | 5% |
|  | Ensure regular liaison and communication with colleagues in other work units, schools and/or departments, and help build good working relationships. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Other members of the department/University staff.  External customers  Colleagues in other institutions and related organisations.  The post holder will need to acquire and maintain a comprehensive knowledge of the structure of the University and its activities |

| Special Requirements |
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| To maintain the relevant level of professional expertise and qualifications to discharge the duties of a professional specialist and to agree with the team manager on a relevant professional development programme.  The post holder will be expected to be aware of the activities and initiatives being formulated nationally within the relevant specialist area and will be expected to take part in such activities should they be relevant to and of benefit to the work being undertaken locally.  There may be a requirement to work varying core hours, or on occasion to work outside normal hours, to ensure that service commitments are met.  May be required to travel to different university campuses using University vehicles |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Demonstrable experience of working in an IT support environment.  Experience of troubleshooting Microsoft Windows and Office applications.  Experience of building and configuring Windows PCs.  Experience of diagnosing hardware faults.  Experience of installing and supporting a variety of software and peripherals.  Experience in assisting customers in the use of IT systems.  Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | Higher qualification in a computer related discipline.  Experience working in an environment that uses best practice service methodologies such as ITIL.  Customer Service training & accreditation in methodologies such as Service Desk Institute.  Knowledge of supporting Linux operating system.  Knowledge of supporting Mac operating system.  Experience of using and managing Microsoft Azure, Exchange Online and Office 365 technologies in an enterprise or academic setting.  Experience diagnosing faults with mobile devices such as tablets and smartphones.  Experience in producing technical documentation. | Application, CV & Interview |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team.  Able to demonstrate outstanding customer service skills and behaving in a customer centric way, ensuring the customer is a key consideration in all that you do |  | Application, CV & Interview |
| Planning and organising | Ability to carry out tasks to a set timescale with limited supervision.  Ability to manage your own workload using good judgement to prioritise tasks.  Ability to follow established working procedures and, where appropriate, to adjust to changing procedures and working practices.  Flexible approach to working in order to be responsive to fast changing customer demands. |  | Application, CV & Interview |
| Problem solving and initiative | Ability to interpret customers' fault reports and systematically analyse their symptoms to uncover root causes to problems.  Experience of using multiple sources of knowledge (such as Google) to research problems.  Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.  Experience of matching customer needs with IT service offerings. |  | Application, CV & Interview |
| Management and teamwork | Able to solicit ideas and opinions to help form specific work plans.  Able to positively influence the way a team works together.  Collaborative and supportive approach to working and dealing with individuals/teams within iSolutions and the wider University. |  | Application, CV & Interview |
| Communicating and influencing | Able to elicit information to identify specific customer needs.  Able to offer proactive advice and guidance.  Able to deal with sensitive information in a confidential manner.  Excellent communication skills both verbal and written. |  | Application, CV & Interview |
| Other skills and behaviours | Methodical, calm and clear thinking under pressure.  Thoroughness, accuracy and attention to detail.  Honesty and integrity.  Customer centric.  Commitment to Continuous improvement and service excellence.  Excellent time management skills |  | Application, CV & Interview |
| Special requirements | Having the flexibility to work alternative shift patterns or out of hours on occasion to meet user or service expectations  Able to travel between campuses |  | Application, CV & Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| 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.

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| **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: |  |  |  |
| 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 |  |  |  |