

JOB DESCRIPTION

Job Title: IT Support Assistant (UGIC)

Grade: SG4

Department: Digital Service Delivery / Information and Library Services (ILS)

Responsible to: IT Team Leader (Service Desk) and IT Team Leader (Support)

Responsible for: N/A

Key Contacts: University staff

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

A campus-based role as part of the team which provides frontline IT support services to all university staff, students, partners and visitors.

Working on a rota basis to cover the following functions:

1. To primarily provide IT and AV support to the users of Bounty House. This will be face-to-face, email, live chat or email.
2. Checking, maintaining and supporting the computing facilities in all ILS supported IT labs, open access IT spaces, offices and meeting rooms, and working jointly with the Digital AV Solutions team to arrange preventative maintenance checks and first line level AV support in general learning spaces.

KEY ACCOUNTABILITIES

Team Specific:

- Providing IT support in person, via live chat, telephone and email, utilising remote support and assistance tools, as required.
- Work collaboratively with other IT teams to resolve issues using clearly defined IT Service Management processes.
- Providing first line staff support and training in the use of IT and audio-visual systems, including those in learning spaces.
- Working at all campuses on a rota basis.

- Working an 8-hour day between 8:00am and 6:00pm on a rota basis, and beyond these hours on an overtime basis (including weekends) when required, especially during busy periods such as start of term and to support university events such as Open Days.

Generic:

- To establish and maintain professional working relationships with colleagues within the university at all levels and with external organisations, suppliers and individuals.
- To identify and prioritise service improvement, aligning this with the Digital Strategy.
- Liaise closely with relevant staff to share and develop best practice and contribute to staff training and development activities.
- To always act fully in the interests of the University.

Managing Self:

- Excellent communication, collaboration and facilitation skills.
- Logical, self-motivated and flexible.
- Strong digital skills with a commitment to continually develop these.
- Excellent organisational, planning and time management skills.
- Engage in professional development opportunities to keep skills relevant.
- Work to deadlines.
- Carry out other duties as may from time to time be reasonably required across the service.
- Work collaboratively to drive changes and improvements that support the required outcomes of the Digital Strategy.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

- Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be

expected to show flexibility in working arrangements, including working hours, to ensure that the directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- The team meets or exceeds its agreed service level targets (SLTs).
- Receive a high level of ongoing positive user feedback.
- The team contributes positively to the successful delivery of ILS and wider university KPI's.

KEY RELATIONSHIPS (Internal & External):

- IT Supervisor & ITSM Specialist
- Digital Audio Solutions team
- Drill Hall IT Team
- All other ILS teams
- Contacts from all faculties and directorates

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Working with colleagues at all levels.
- Working to meet Service Level Targets.
- Supporting users in a Windows standard operating environment under Active Directory.
- Experience supporting non-Windows devices.
- First line level support for audio visual (AV) systems.
- Effective use of IT Service Management processes.
- Knowledge of the university's IT systems and services.

Desirable Criteria

- Working within a higher education environment.
- Working within an environmental sustainability context.

SKILLS:

Essential Criteria

- Excellent communication and collaboration skills.
- Proven IT diagnostic skills including the use of remote support tools.
- Using ITIL-aligned ITSM tools.
- Excellent organisational skills and the ability to prioritise and manage a wide and varied workload.
- Recommending changes to services and systems to improve performance and user experience.

Desirable Criteria

- N/A

QUALIFICATIONS:

Essential Criteria

- Educated to A-level or above.

Desirable Criteria

- N/A

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A