JOB DESCRIPTION

Job Title:	First Line Support Officer	Grade:	SG5
Department:	Service Delivery, Information and Library Services	Date of Job Evaluation:	April 2018
Role reports to:	IT Service Desk Supervisor		
Direct Reports	N/A		
Indirect Reports:	N/A		
Other Key contacts:	Other ILS and Faculty IT teams		

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:

To work as part of a team providing professional support for IT and audio-visual systems, account administration and other IT services provided by ILS, and will require working at all 3 campuses as part of a rota.

It involves handling both technical and non-technical requests by phone and web-based communications to the IT Service Desk, via face-to-face interaction or by any other methods introduced by ILS.

Members of the team must exhibit a clear, proficient customer focus, work in a calm and understanding manner, inspire confidence in the users and take control of situations that could be technically unpredictable, all within an environment predicated on the principles of Service Level Agreements.

KEY ACCOUNTABILITIES:

Team Specific:

- To operate as a member of the ILS First Line Support Team providing professional assistance for all University staff and students in relation to general IT support, account administration and audio-visual systems in teaching/meeting spaces as well as staff offices.
- To handle technical and non-technical requests made to the IT Service Desk, by face-to-face interaction in teaching/meeting rooms, computer labs, libraries or ILS Information Points, or by any other methods introduced by ILS. This includes working in the IT Service Desk - answering, logging and attempting to resolve users' queries as a first-time fix.
- To carry out preventative maintenance on the teaching environment audio-visual and

IT equipment managed by ILS (in teaching/meeting rooms, computer labs and libraries); these tasks will involve the routine handling, lifting and movement of equipment, and some working at height, as required.

- To participate in user training and the development of support 'clinics' for students' who bring their own devices.
- To respond to work or ticket escalations via the IT Service Desk toolset (Sunrise ITSM) to ensure a prompt and smooth return to "Business as Usual".
- To notify users of any service-affecting issues, and/or resolution of those issues, in a timely manner.
- To escalate critical or major issues quickly and efficiently through pre-defined processes.
- To assign incident/service request tickets requiring further investigation or work to relevant second and third line teams or third parties.
- To liaise with second and third line teams to progress assigned work at regular intervals in order to achieve the service KPIs and Service Level Agreements.
- To work within a rota which will include early morning, evening and occasional weekend work.
- To work at all University campuses or sites as part of a rota.
- To support the IT Service Desk Supervisor with all tasks related to providing a continuous, supportive service and environment for users, such as (but not limited to) report creation, documentation and compiling FAQs.
- To participate in demonstrations to, and the training and induction of, students and staff.
- To undertake routine finance system processes as required, including cash handling, in compliance with University of Greenwich financial procedures.

Generic:

- To establish and maintain professional working relationships with colleagues within the University at all levels and with external organisations and individuals.
- To keep up to date with current learning, teaching and information technology developments in order to improve and enhance the users' experience.

Managing Self:

- Be able to respond to users in a calm and understanding manner at all times. To inspire confidence in the users, ensuring their needs are understood and acted upon.
- To be a team player, sharing and distributing knowledge, supporting each other and showing an ability to work collaboratively whilst able to take initiatives and show judgement.
- Be self-motivated, flexible and show resourcefulness when dealing with tasks.
- Be accountable for your actions and take ownership of issues as they arise.
- Respond to enquiries in a timely and effective manner.
- Work to service deadlines and project timelines.
- Be responsible for maintaining own professional development including advancing knowledge of 'best practice' in supporting current audio-visual and IT systems as well as emerging technological advances.

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity 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.
- Willingness to undertake training as and when required.

Additional Requirements:

- From time to time to assist with work of a similar level and nature in other areas as required.
- To contribute to evening and weekend work if required and cover all areas of the service if resources fall below critical levels.

KEY PERFORMANCE INDICATORS:

- Delivery of prompt service to staff and students through effective Information Support.
- Delivery of work to agreed timescales and of an appropriate quality.
- Contribution to team ambience, equilibrium and effectiveness.
- Levels of customer satisfaction (measured by feedback, complaints and surveys).
- Flexibility of approach to Continuous Service Improvements.

KEY RELATIONSHIPS (Internal & External):

- Staff and student users at all levels, on campus and supported remotely.
- Second and Third Line support teams within (Networks, Systems, corporate database administrators) and those external to ILS.
- External audio-visual and IT maintenance companies.

PERSON SPECIFICATION

Essential	Desirable
Experience	**Experience**
• Sound and effective experience supporting Microsoft Office preferably at versions 2016 and above. • Demonstrable skills and experience in supporting and maintaining modern audio-visual equipment and the associated control systems provided in teaching spaces. • Comprehensive experience supporting users in a Windows standard operating environment under Active Directory, particularly Windows 10. • Experience supporting non-Windows devices, especially Apple MACs. • Wide-ranging experience supporting hardware such as PCs, printers and mobile devices in a networked environment. • Clear user focused approach to work with ability to respond flexibly to change. • Experience of working within a team and ability to work collaboratively whilst able to take initiatives and show judgement.	• Experience of working within the Higher • Education Sector. • Experience of using ITIL-aligned service desk software. • Experience working within a customer focused IT Service Desk, Service Desk or Information Service environment.
Skills	**Skills**
• Demonstrable skills dealing with users, providing a calm and effective environment in which to resolve their queries, issues and requests. • IT and audio-visual software/hardware diagnostic skills. • Aptitude for training users in the use of audio-visual and IT hardware and software. • Excellent communication skills both verbally and written. • Excellent organisational skills and the ability to prioritise.	• N/A
Qualifications	**Qualifications**

Educated to A-Level standard or equivalent.	- Educated to Degree standard. - Industry specific service desk qualification. - Industry recognised audio-visual qualification
Personal attributes • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity	**Personal attributes** • N/A