



IT Service Technician	
Job Title:	IT Service Technician
Reference No:	ITSSERV
Reports to:	IT Service Delivery Manager
Responsible For:	
Grade:	C
Working Hours:	37 hours per week
Faculty/Service:	Technical Services
Location:	Sunderland Campus
Main Purpose of Role:	To support the required operation of ICT and Audio Visual Equipment across the University and respond constructively and efficiently to customer requests for support and service.
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">• Develop the ability of University staff and students to more effectively use provided technology.• Provide direct and remote support to users of University technology.• Maintain and develop University technology.• Assist with assurance that relevant technical, systems and controls are operating appropriately.• Capture all customer requests in the Service Desk software and use appropriate service processes to manage the progress and resolution of those requests -involving other teams where resolutions are not possible from within the Service Desk alone.• Promote a positive customer experience and support customer satisfaction, by encouraging continuous improvement and participating in team wide IT service development initiatives.• Assure effective and efficient Service Desk operation by ensuring applicable and topical information is available, promoted and shared within departmental teams and with customers.• Participate in technology initiatives, lending a front line operations viewpoint to proceedings.• For all requests that cannot be resolved, provides an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.• Assists users in making effective use of ICT, AV, desktop and remote support systems, products and services; demonstrating ingenuity in applying knowledge to non-standard situations and investigating complex

problem situations to diagnose underlying causes, helping users to recover and continue operation.

- Use judgement to set priority for resolution, monitor progress and apply escalation procedures for incidents not progressing satisfactorily. Ensures that requests are handled according to agreed procedures and priorities.
- Provides a welcoming reception for service users and expedites their requirements in accordance with University expectations of courtesy, professionalism and safety.
- Undertake any other appropriate duties as requested by senior staff.

**Special
Circumstances:**



Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

Either 3 A levels OR 5 GCSEs Grades A-C including English and Maths OR equivalent relevant vocational qualification or relevant experience

Knowledge and Experience:

- Experience of working in a customer-centric, technology focused service
- Experience of using a formal approach to customer requirements and operational changes
- Competent in a broad range of customer-facing IT disciplines and support tools

Desirable

Qualifications and Professional Memberships:

- Technically specific accreditations recognized by appropriate professional bodies
- SDL accredited training
- ITIL Foundation

Knowledge and Experience:

- Understanding of HE environment

Date Completed:

February 2015