

Job Description

Job Title:	IT Support Assistant
Salary Band:	Band 1
Working Hours:	Full time (35 hours per week)

Overall Purpose of Role:

Deliver a professional and customer focused front line IT Service Desk service to all stakeholders who are on site or working and studying remote, enabling them to make effective use of the provided technologies in support of their work and study.

To undertake a large scale project to replenish IT equipment, involving open plan and office spaces, to remove redundant IT and telephony equipment. Updating asset registers and prepare equipment for waste collection.

Always deliver and champion excellent customer service to all stakeholders.

Reporting lines:

This job reports to the IT and Systems Manager

Staff reporting to this job:

N/A

Main duties:

Provide a first class level of front line customer support ensuring all users are treated efficiently, professionally and appropriately, whether they are on site or working and studying remotely.

Assist in the timely provision of a responsive and appropriate online, face to face and written customer/client support through the service desk.

Keep asset registers up to date.

Represent the service and its activities in a positive and professional manner.

Carry out tasks and duties flexibly across a range of activities within the service.

Use the University's Business and IT systems, including Microsoft Office platforms.

Maintain an awareness of the importance of accuracy and attention to detail in work produced.

Work part of a team, contributing to the effectiveness of the team and participating in team tasks and activities

Undertake appropriate training and development.

Administer users and computers in Active Directory and Office 365.

Liaise and coordinate with other technical teams, including Technical Services in Sunderland and external providers/contractors as appropriate.

Provide cover during staff absence within the department.

Work within the relevant legislation, policies and procedures and maintain confidentiality regarding data kept on the University's networks.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Perform other IT support tasks as shown or requested by senior technical staff.

Resolve faults and answer queries as requested by senior technical staff within the time frames requested.

Contribute to departmental projects as assigned.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

This role requires wearing of the team uniform.

A flexible approach to work is required to meet the University's needs. This may include some lone working, evening and weekend work and shift pattern. There may also be further requirement to be flexible during public and University holidays.

Annual leave may be restricted at certain times of the year to accommodate business needs.

Person Specification

Essential	Qualifications GCSE or A-Levels
	Experience Experience of working in a busy IT support or customer service role. Experience of using Service Desk software ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.

	<p>Skills & Attributes</p> <p>Ability to think logically, be accurate and methodical and demonstrate practical troubleshooting and problem analysis techniques.</p> <p>A proven understanding of the importance of customer care with the ability to deal with conflict effectively.</p> <p>Excellent communication skills with the ability to communicate effectively with technical and non-technical colleagues and students at all levels.</p> <p>Attention to detail and ability to show initiative and proactive approach.</p> <p>Ability to interact confidently and professionally with users to establish what the problem is and explain the solution.</p> <p>Ability to prioritise your workload and perform well under pressure.</p> <p>Self-motivated with the ability to work effectively within a team and to work flexibly.</p>
Desirable	<p>Qualifications</p> <p>Professional qualifications or accreditations in an IT Service related discipline.</p> <hr/> <p>Experience</p> <p>Previous experience of providing training to end users.</p> <p>Proven experience of supporting Microsoft based operating systems with emphasis on Windows 10 and various software packages including Microsoft Office on a Windows Server network.</p> <p>Proven experience in setting up, configuring, troubleshooting and using the types of devices customers use on a network, including: computer workstations, multifunctional printers, mobile devices.</p>
	<p>Skills & Attributes</p> <p>Familiar with a configuration management database holding data relating to IT assets (configuration items) and the descriptive relationships between assets.</p> <p>Ability to compile statistical information and produce reports.</p>

UPDATED: 10 September 2021



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