Apprenticeship: Desktop and Printing Technical Assistant

IT Services

Closing date:  2 January 2018
Interview date: 25 January 2018
Vacancy reference: 6257
INTRODUCTION

IT Services at the University of York is looking to recruit to an Apprenticeship role. The role is suitable for an individual seeking to specialise in IT systems technical support, building knowledge and skills needed for a future IT related career.

The Apprentice Desktop & Printing Technical Assistant role is based in the Desktop and Printing Service team within Enterprise Systems, IT Services. The Desktop and Printing Service manages all aspects of the desktop for staff and students, including Windows, Linux and Macintosh, from purchase to installation. The team also provides and supports the University’s managed print copy and scan service (York Print Plus), which is available across the whole campus.

During this training role, the apprentice will support established IT Services staff in completing activities associated with supporting the full lifecycle of devices used to deliver the Desktop and Printing service to both staff and students. Over the programme a wide range of tasks will be undertaken to gain practical experience across the different areas of IT Services.

In addition, the role holder will be required to undertake the Level 3 Infrastructure Technician Apprenticeship at York College as part of this apprenticeship. Attendance for this will form part of your working week and all course fees will be funded.

Further details of this course can be found by following this link.

If you require more details of the course then please contact York College Tel: 01904 770368, or by email: businessdevelopment@yorkcollege.ac.uk

For more information about the on the job training and apprenticeship at the University of York, please contact Tom Borgia, thomas.borgia@york.ac.uk, Tel: 01904 324348.

Employment is not guaranteed at the end of the apprenticeship, however, it is anticipated that the role holder will gain the skills and qualifications required to apply for relevant job vacancies, at the University or elsewhere.
Main purpose of the role

During the fixed term period, the Apprentice will participate in a structured, supervised on the job training programme to work towards being fully qualified (in terms of building relevant knowledge and skills) for the Desktop and Printing Technical Assistant role. The Apprentice Desktop and Printing Technical Assistant will:

1. Provide assistance to other members of the Desktop and Printing Services team
2. Support the full lifecycle of devices used to deliver the Desktop and Printing service to both staff and students
3. Work with IT Support Office to experience delivery of first line IT support
4. Work with other teams in IT Services to experience a wide range of roles within IT
5. Receive a good grounding in IT support, building knowledge and skills needed for a future career in IT or relevant career.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below over the course of the apprenticeship)

- To attend all training held both at the University and at our selected training provider
- To complete a log of all training and activities practiced in accordance with the Apprenticeship scheme - see York College website for details on the Knowledge Modules that need to be completed, and the qualifications and end point assessment information
- To work under the guidance of established IT Services staff to assist in providing technical support to deploying, supporting and maintaining the full life cycle of hardware and software on managed devices, following agreed protocols. Devices will include Desktop PCs, Laptops, Tablets, Thin Clients, Printers and Multi-Function Devices etc. Activities will include:
  ◊ network connection setup for the device
  ◊ hardware configuration
  ◊ Operating System configuration and deployment
  ◊ application configuration and deployment
  ◊ consumable replenishment
  ◊ software removal and secure disposal of device at its end of life.
- Assist with the support of unmanaged devices e.g. iPads, departmental devices
- Assist with student laptop support according to agreed service levels
- Liaise with users and departmental representatives
- Assist in providing basic instruction in using devices particularly printers and Multi-Function Devices
- Assist in monitoring stock levels, reception of goods-in and preparation for dispatch
- Assist with the monitoring of systems to identify issues before they impact users
- Working alongside the DPS Technical Assistants, the roleholder will attend printing money loader kiosks as required and remove cash - paying particular attention to follow University of York regulations for cash handling

Other

- Due to the nature of the work there will be times when you the post holder will be required to work unsupervised in various parts of the campus. Appropriate Health & Safety working procedures must be followed.
- Some lifting and moving of equipment will be necessary. Appropriate training and where applicable equipment will be provided
- The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
# PERSON SPECIFICATION

## Qualifications

| Successful completion of the training partner’s entry requirements and assessment | Essential |
|                                                                                  |           |
| 5 GCSE Grade C qualifications (or equivalent) to include Maths and English and a Science or Technology subject | Essential |
| A relevant level 2 Apprenticeship (or equivalent experience)                     | Desirable |

## Knowledge

| An interest in IT and a desire to follow a career in IT. Be competent in basic IT software, e.g. email, calendars, spreadsheets, able to learn new software | Essential |
| An interest in IT device hardware architecture, components and specifications   | Desirable |
| An interest in the installation and configuration of Microsoft operating systems | Desirable |
| Familiarity of other Operating Systems e.g. Linux, OSX, IOS, Android            | Desirable |

## Skills, abilities and competencies

| Good communication skills, both written and verbal                              | Essential |
| A proactive approach                                                           | Essential |
| Good teamwork and interpersonal skills                                          | Essential |
| Ability to use initiative and be flexible in response to changing needs         | Essential |
| Good accuracy and attention to detail and the ability to complete tasks to a specified standard and within the timeframe allocated | Essential |
| Ability to lift and carry equipment up to 81KG                                  | Essential |
## PERSON SPECIFICATION

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<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Any experience in basic maintenance of computer desktop hardware and peripherals</td>
<td>Desirable</td>
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<tr>
<td>Experience of installing computer equipment</td>
<td>Desirable</td>
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### Personal attributes

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Essential / Desirable</th>
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<tr>
<td>Enthusiasm and self motivated</td>
<td>Essential</td>
</tr>
<tr>
<td>Reliable and trustworthy</td>
<td>Essential</td>
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<tr>
<td>Open to collaborative ways of working</td>
<td>Desirable</td>
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<tr>
<td>Full clean driving licence</td>
<td>Desirable</td>
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The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014. All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.

More information about each of the Directorates areas is given below:

**IT Services**

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE,
web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.

Library Services

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Its users include academic researchers and a large number of public visitors, and its staff contribute to academic teaching in relevant departments.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6257
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 2 January 2018.

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

If you require more details of the course then please contact York College Tel: 01904 770368, or by email: businessdevelopment@yorkcollege.ac.uk

For more information about the on the job training and apprenticeship at the University of York, please contact Tom Borgia, thomas.borgia@york.ac.uk, Tel: 01904 324348.

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835