Desktop Specialist (Desktop and Printing Service)

IT Services

Closing date: 5 October 2018

Interview date: 23 October 2018

Vacancy reference: 7010
INTRODUCTION

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.

The Desktop Specialist role is based in the Desktop and Printing Service team within Enterprise Systems, IT Services. The role holder will help provide the Desktop and Printing Service to the university by supporting the full lifecycle of desktop devices.
Main purpose of the role

The purpose of the Desktop Specialist role is to ensure the reliable and effective operation of the Desktop Service within or across Departments, through the configuration, installation and maintenance of equipment to the appropriate standard:

- Support the full lifecycle of the Desktop systems and devices that are used to deliver the desktop service to staff and students.
- Provide specialist IT desktop 2nd line support to support teaching, learning and research functions within/across University departments
- Work in close collaboration with the IT Support Office and other IT colleagues and teams across the Department
- Participate in departmental project-based activities and identify and recommend improvements to services

Key responsibilities

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

- Deploy, configure, support and maintain relevant hardware and software on managed systems/device to the University standard, as per agreed protocols. This includes:
  - Network connection setup;
  - Hardware configuration;
  - Operating System configuration and deployment;
- Application configuration, licensing, deployment, upgrade and maintenance;
- 1st and 2nd line support for IT hardware/software
- Maintenance of devices to ensure software updates, patches and security updates have been received
- Provide best efforts support of unmanaged IT devices (Eg student laptops)
- Provide comprehensive technical support and advice (to users of varying technical ability), for all managed IT desktop hardware and software within/across University departments
- Undertake proactive monitoring of relevant systems/devices to troubleshoot problems and faults before they become customer impacting
- Document support procedures and share knowledge with other members of IT/departmental staff
- Liaise with users, departmental representatives and external contacts, for example third party suppliers and maintenance companies
- Liaise with other teams and departments to ensure all planned works or changes are implemented with minimal impact on users
- Identify potential continual service improvements that will bring benefits to staff and students using the relevant services
- Be actively involved in projects to enhance and develop the Desktop and Printing Service provision
- Provide input to project groups and departmental committees on technical support-related issues
- Maintain a personal and professional development plan

Other

- The above list of duties is not exhaustive and is subject to change
- Due to the nature of the work there will be times when you the post holder will be required to work alone in various parts of the campus. Appropriate Health & Safety working procedures must be followed and
training will be provided.

- Some lifting and moving of equipment will be necessary. Appropriate training and where applicable equipment will be provided.

- Occasional working on evenings, weekends and bank holidays may be required as part of your contracted hours

The post holder may be required to undertake others duties within the scope and grading of the post as required by the Director of Information Services or Assistant Directors
### PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A degree in a relevant discipline or equivalent relevant professional experience</td>
<td>Essential</td>
</tr>
<tr>
<td>Relevant certification in desktop or server subjects eg Microsoft certification</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recent practical experience of operational support in a managed desktop environment</td>
<td>Essential</td>
</tr>
<tr>
<td>A good working knowledge of Windows Operating Systems</td>
<td>Essential</td>
</tr>
<tr>
<td>A good working knowledge of standard office applications, including Microsoft Office, Google Apps</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of application deployment technologies</td>
<td>Desirable</td>
</tr>
<tr>
<td>A good working knowledge of Microsoft System Center Configuration Manager (SCCM) or similar technologies</td>
<td>Desirable</td>
</tr>
<tr>
<td>A good working knowledge of a range of Operating Systems (e.g. Linux, OSX)</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of writing scripts to automate reporting and maintenance activities using for example Powershell</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge and understanding of security issues relating to Windows</td>
<td>Desirable</td>
</tr>
<tr>
<td>Ability to use remote support tools, for example Bomgar</td>
<td>Desirable</td>
</tr>
<tr>
<td>Familiarity with virtual desktop technologies</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent verbal and written communication skills for a variety of purposes and audiences</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to work to set objectives and agreed timescales, whilst maintaining quality, consistency and accuracy</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to analyse technical problems involving multiple systems and services</td>
<td>Essential</td>
</tr>
<tr>
<td>Be patient, persistent, systematic and determined whilst analysing and overcoming problems</td>
<td>Essential</td>
</tr>
<tr>
<td>Active in developing positive working relationships, both internally and externally</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to demonstrate flexibility under pressure and in adapting to changing needs</td>
<td>Essential</td>
</tr>
<tr>
<td>Proactive approach to keeping up to date with developments in area of expertise</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to acquire new skills and knowledge rapidly</td>
<td>Essential</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liaison and collaboration with a range of stakeholders</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working in a busy service-led IT support environment</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of resolving technical problems for others</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of involvement in IT related projects</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of contributing towards service planning at an operational level</td>
<td>Essential</td>
</tr>
</tbody>
</table>

## Personal attributes

| Conveys positive attitude                                                 | Essential             |
| Ability to work effectively as a member of a team and individually        | Essential             |
| Motivation towards customer service excellence, innovation and service development | Essential             |
| Sensitivity and empathy with users, colleagues and staff                 | Essential             |
| A team player who enjoys working with people, both in-person and on the phone | Essential             |
THE DEPARTMENT

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: We have a strong customer service focus and are proud to have held Customer Service Excellence accreditation since 2014. 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. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. 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 Library stock includes around one million physical items in addition to over half a million e-books, and over thirteen thousand print and electronic journals and databases. The Library is responsible for the institutional repository which holds over 81 thousand items and is part of White Rose Research Online, run jointly with the Universities of Sheffield and Leeds.

Our Help Desk offers support in person and virtually for library and IT queries, and through collaborative arrangements with the US we are able to offer access to library enquiry services 24/7. We value our relationships with the students, staff and researchers of the University and our Relationship Management Team provide a focus for this engagement, alongside development of digital literacy skills for all. We work closely with colleagues in IT Services to ensure successful take up of software such as Google Apps.

With the increasing move towards digital information, we have invested in “York Digital Library” (YODL) which is an online repository for multimedia resources at the University of York. It provides access to over 69,000 resources, which include images, past exam papers and Masters theses. Working closely with the Archives team, the Library has become involved in prestigious digitisation projects funded by national and international bodies such as the Welcome Trust and Mellon Foundation.

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 2018 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 are ranked 16th in the Times & Sunday Times league table (2017). 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

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 7010
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 5 October 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

Direct any informal queries to Sarah Peace, Head of DPS at sarah.peace@york.ac.uk

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

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