THYME Project and BDC/BioVale
IT Support Officer
Biorenewables Development Centre (UoY)

Closing date: 24 October 2018
Interview date: To be confirmed
Vacancy reference: 7075
INTRODUCTION

We are looking for an IT Support Officer to provide cross-business support for the BDC and BioVale teams and, in addition, support the IT aspects of an inter-university project (the THYME Project).

The fast-growing bioeconomy represents a major economic opportunity for the UK and particularly for the North of England, which has world-class bioeconomy assets. The BDC and BioVale teams support bioeconomy growth project will build on these regional assets to drive increased productivity of SMEs and the THYME Project is a specific activity to establish a new and highly innovative collaboration between the universities of York, Hull and Teesside that will become an exemplar for good practice in Knowledge Exchange between HEIs and industry, attracting trade and inward investment into sustainable bio-based industries and our HEIs.

The post holder will provide general IT support for the York-based BDC and BioVale teams including liaison with the University's IT Services department to ensure the smooth running of our IT systems.

The THYME project will help develop a range of gaming, VR, AR and AI based tools to support bioeconomy growth and so an interest in these areas will be advantageous. The post holder will be required to liaise with staff from across the three project universities and with external project management consultants.

You will have IT support experience and be capable of communicating with individuals with a wide range of IT skills.
Main purpose of the role

To provide day to day support and maintenance of IT systems; to provide support to the BDC’s Business Operations Manager across several key areas of IT and technical support for the business. In addition, you will support IT aspects of the THYME Project.

Key responsibilities

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

- Answer first line IT support queries within the department, face-to-face, by email and by telephone; maintain a high standard of customer service; escalate queries where necessary
- Install, configure and test new and upgraded software; resolve post-installation configuration issues for individual users and the system as a whole
- Carry out hardware installations of new PCs, laptops and associated peripherals within the department on a rolling scheme of renewal
- Work with the BDC and BioVale teams to support IT-based work associated with the THYME Project.
- Initial point of contact for the department for all software support, installation, and registration for current or future University systems
- Perform routine and regular data maintenance tasks; create and run statistical reports
- Assist with the maintenance of electronic records
- Administer mailing lists and group memberships
- Review, monitor and edit web pages and other communication materials, working within the BDC’s style guidelines
- Provide support and maintenance for audio visual equipment; set up audio visual equipment; undertake digital recording; provide advice and guidance in the use of audio visual equipment
- Assist with the training of system users; contribute to the development and maintenance of training materials.
- Keep a stock of IT consumables as required and order new items where necessary
- Attend relevant training courses, as required
- Whilst carrying out the duties of the post, the role holder will:
  - Recognise that they are working with data and information that is often confidential or sensitive and that security is essential
  - Operate with tact and discretion and have the ability to recognise appropriate levels of disclosure
  - Consider the principles of Data Protection and seek guidance on the policy when required
  - Support Facilities with IT specific facilities needs including servers, Wi-Fi provision and AV.

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

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>5 GCSE passes at grades C including Maths and English, equivalent educational qualification or relevant experience</td>
<td>Essential</td>
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<td>At least BTEC Higher Diploma or an equivalent qualification in computing, electronics or related discipline</td>
<td>Desirable</td>
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### Knowledge

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<th>Essential / Desirable</th>
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<tr>
<td>Office-based administrative processes and practices used in an office environment</td>
<td>Essential</td>
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<td>Incident management software</td>
<td>Desirable</td>
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<td>Familiarity with recreational and ‘serious’ computer gaming</td>
<td>Desirable</td>
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<td>Awareness of developments in the fields of VR, AR and AI/Machine Learning</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<td>Ability to work as a team member</td>
<td>Essential</td>
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<td>Good written and verbal communication skills</td>
<td>Essential</td>
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<td>Competent user of Microsoft applications, including Word, Excel and an email package</td>
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<td>Able to input data accurately to asset management and fault tracking software</td>
<td>Essential</td>
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<td>Able to communicate to a high standard orally and in writing to a broad range of audiences (eg responding to user requires via email)</td>
<td>Essential</td>
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<td>Active in developing positive working relationships, both internally and externally</td>
<td>Essential</td>
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<td>Good customer service skills</td>
<td>Essential</td>
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<td>High level of attention to detail</td>
<td>Essential</td>
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<td>Able to follow policy and procedures accurately and consistently</td>
<td>Essential</td>
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<td>Presenting skills</td>
<td>Desirable</td>
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<td>Able to prioritise across competing customer demands and respond positively in a busy environment</td>
<td>Essential</td>
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### Experience

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<td>Customer service</td>
<td>Essential</td>
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<td>Working to deadlines</td>
<td>Essential</td>
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<td>Working in an office environment within a large complex organisation</td>
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<td>Experience of working with University IT systems</td>
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### Personal attributes

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<td>A team player who enjoys working closely with people</td>
<td>Essential</td>
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<td>Self-motivated, showing initiative</td>
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<td>A flexible, adaptable outlook</td>
<td>Essential</td>
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THE DEPARTMENT

The Biorenewables Development Centre (BDC) is an open-access R&D centre, based at Dunnington and is a subsidiary of the University of York, working at the interface between academia and industry to help businesses develop novel processes for converting plants, microbes and biowastes into profitable products.

With a team of biologists, chemists, and business specialists the BDC offers a unique combination of multi-disciplinary expertise coupled with pilot-scale processing capabilities in one coordinated centre. Covering a broad spectrum of biorefining technologies, from feedstock assessment to product evaluation, the team specialise in making the most out of biorenewable materials; helping ideas to survive the valley of death; and de-risking the innovation process.

The role will be based in the Business Operations Team.
THE UNIVERSITY

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 7075
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 24 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 Joe Ross (joe.ross@york.ac.uk)

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

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