DPS Technical Assistant
Information Services

Closing date: 26 November 2018
Interview date: 12 December 2018
Vacancy reference: 7164
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 and Printing Technical Assistant role is to:

- Provide assistance to other members of the Desktop
  and Printing Services team
- Support the full lifecycle of devices used to deliver the
  Desktop and Printing service to both staff and students
- Work in close collaboration with the IT Support Office

Key responsibilities

Service Delivery

Provide Technical Support to:

- Deploy, support and maintain the full life cycle of
  hardware and software on managed devices as per
  agreed protocols. This includes network connection
  setup for the device, hardware configuration, Operating
  System configuration and deployment, application
  configuration and deployment, consumable
  replenishment, break/fix support for hardware and
  software, removal and secure disposal of device at its
  end of life. Devices will include Desktop PCs, Laptops,
  Tablets, Thin Clients, Printers and Multi-Function
  Devices and any other future device we provide a
  managed service for
- Provide best efforts support of unmanaged devices e.g.
  iPads, departmental devices
- Assist with student laptop support according to agreed
  service levels
- Highlight and report repeating incidents that may need
  root cause analysis by senior members to rectify

Strategy and Change

- Identify potential continual service improvements that
  will bring benefits to staff and students using the
  Desktop and Printing services
- Understand customer needs and contribute to the
  development of plans to support these needs

Finance and Resource Management

- Stock control, reception of goods-in and preparation for
  dispatch
- Undertake proactive monitoring of systems to identify
  issues before they become customer impacting

Communication and Collaboration

- Liaison with users and departmental representatives
  and 3rd party suppliers
- Provide basic training in using devices particularly
  printers and Multi-Function Devices
- Build successful and productive relationships, alliances
  and partnerships within the Directorate

Other

- Represent the team within meetings in the Directorate
  as necessary
- Maintain a personal and professional development plan
- 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.
- Some lifting and moving of equipment will be
  necessary. Appropriate training and where applicable
  equipment will be provided
- Very occasionally, the post holder may be required to
  work out of normal hours or at the weekend or on bank
  holidays to implement new systems or upgrades to
  minimise disruption to the University community.
- 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 as required by the Director of Information or
  Deputy Directors.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A good standard of education to GCSE/NVQ1 level or an equivalent qualification or relevant experience</td>
<td>Essential</td>
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### Knowledge

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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Understanding of the needs of those working and studying in a higher education environment</td>
<td>Essential</td>
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<tr>
<td>Knowledge of IT device hardware architecture, components and specifications</td>
<td>Essential</td>
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<td>Knowledge of the installation and configuration of Microsoft operating systems</td>
<td>Essential</td>
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<td>Knowledge of network, network cabling and wireless</td>
<td>Desirable</td>
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<td>Familiarity with Health and Safety best practice</td>
<td>Desirable</td>
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<td>Knowledge of application deployment technologies such as Microsoft SCCM</td>
<td>Desirable</td>
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<td>Familiarity of other Operating Systems e.g. Linux, OSX, iOS, Android</td>
<td>Desirable</td>
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<td>Familiarity of thin client and virtual desktop technologies</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<tr>
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<th>Essential / Desirable</th>
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<tr>
<td>Excellent communication skills, both written and verbal</td>
<td>Essential</td>
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<td>Ability to work under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Ability to convey information to a wide range of people</td>
<td>Essential</td>
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<td>A proactive approach and the ability to use initiative and problem solving skills</td>
<td>Essential</td>
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<td>Excellent teamwork and interpersonal skills</td>
<td>Essential</td>
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<td>Ability to work on own initiative</td>
<td>Essential</td>
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<td>Ability to demonstrate flexibility under pressure and in adapting to changing needs</td>
<td>Essential</td>
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<tr>
<td>Good accuracy and attention to detail and the ability to complete tasks to a specified standard</td>
<td>Essential</td>
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<td>Ability to gather and process information and generate accurate data on request</td>
<td>Essential</td>
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## PERSON SPECIFICATION

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<th>Essential / Desirable</th>
<th>Good IT skills, competent in basic IT software, e.g. email, calendars, spreadsheets, able to learn new software</th>
<th>Essential</th>
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<tbody>
<tr>
<td>Essential</td>
<td>Ability to lift and carry large quantities of books, archive boxes, furniture and equipment, up to 25KG</td>
<td>Essential</td>
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<tr>
<td>Desirable</td>
<td>Able to use remote support tools such as Bomgar</td>
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<td>Essential</td>
<td>Ability to travel to different University locations</td>
<td>Essential</td>
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<tr>
<td>Desirable</td>
<td>Knowledge of print-management software</td>
<td>Desirable</td>
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<td>Desirable</td>
<td>Database skills</td>
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**Experience**

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<th>Essential / Desirable</th>
<th>Liaison with a range of stakeholders</th>
<th>Essential</th>
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<td>Essential</td>
<td>Experience of working in a busy service-led environment</td>
<td>Essential</td>
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<td>Essential</td>
<td>Relevant experience in monitoring and basic maintenance of computer desktop hardware and peripherals</td>
<td>Essential</td>
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<td>Essential</td>
<td>Experience in maintaining a stock of basic computer consumables i.e. paper/toner</td>
<td>Essential</td>
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<td>Desirable</td>
<td>Experience of involvement in projects</td>
<td>Desirable</td>
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<tr>
<td>Desirable</td>
<td>Have worked in an IT customer service environment incorporating pc’s, printers &amp; networks</td>
<td>Desirable</td>
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<tr>
<td>Desirable</td>
<td>Checking orders and installing computer equipment</td>
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<td>Desirable</td>
<td>Working within a Service Management framework such as ITIL</td>
<td>Desirable</td>
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<td>Desirable</td>
<td>Working in an IT support role</td>
<td>Desirable</td>
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<tr>
<td>Desirable</td>
<td>Experience in a supporting desktop and printing hardware and software</td>
<td>Desirable</td>
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**Personal attributes**

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<th>Essential / Desirable</th>
<th>Conveys positive attitude</th>
<th>Essential</th>
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<tr>
<td>Essential</td>
<td>Motivation towards customer service excellence and quality</td>
<td>Essential</td>
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<td>Essential</td>
<td>Open to collaborative ways of working</td>
<td>Essential</td>
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<td>Essential</td>
<td>Sensitivity and empathy with users, colleagues and staff</td>
<td>Essential</td>
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<tr>
<td>Desirable</td>
<td>Full clean driving licence</td>
<td>Desirable</td>
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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 as 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.
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 7164
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 26 November 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 Tom Borgia, Desktop and Printing Support Team Leader, at thomas.borgia@york.ac.uk or on 01904 324348.

If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk