IT Support Specialist

IT Services

Closing date: 16 September 2019
Interview date: 14 October 2019
Vacancy reference: 7982
INTRODUCTION

The Directorate of Corporate and Information Services is led by the Deputy Registrar and is responsible for six key University services: Planning, Strategic Programmes and Change, Governance and Assurance, Legal Services, Health and Safety Services, and Information Services (which includes the Library, Archives and IT functions). The purpose of the Directorate is threefold; to enhance coordination between central professional services and academic departments with the aim of improving services to both staff and students, to ensure that the governance, assurance, risk and resilience management activities of the University are joined-up and to provide the capability to support the delivery of strategic initiatives and institutional change.

As a Directorate we strive to provide the best student and staff experience through a strong customer focus, agile and effective services and a commitment to continuous improvement. We work in collaboration with colleagues both within the Directorate and across the University to achieve these aims.
We are looking for a highly motivated, enthusiastic and technically capable individual to join the Desktop & Printing Services team. Candidates who can demonstrate a strong mix of excellent customer focus and technical knowledge will have a distinct advantage.

**Key responsibilities**

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

- To provide first line IT help, advice, problem solving and fault resolution by telephone and e-mail
- To provide in person help via a specialist appointment booking service
- To log all incidents and to liaise with other members of IT Services and other departmental staff to ensure their effective resolution
- To liaise with the IT Services team and send out communication to users of our services via a number of different media including email and twitter
- To perform specialist duties in order to assist the IT Support Manager in the smooth running and development of the IT Support Office
- To participate in projects in order to contribute to continuous service improvement

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 Directors or Heads of Section.

**Other features of the job:**

- The post holder may be required to work outside normal hours or at the weekend or on bank holidays to provide additional services for users at key times.

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**At a glance**

<table>
<thead>
<tr>
<th>Salary</th>
<th>£25,941—£31,866 a year / Grade 5</th>
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<tbody>
<tr>
<td>Hours of work</td>
<td>Full Time / 37 hours a week</td>
</tr>
<tr>
<td>Contract type</td>
<td>Open</td>
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<tr>
<td>Based at</td>
<td>Heslington Campus West</td>
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## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualified to ‘A’ level standard or equivalent experience</td>
<td>Essential</td>
</tr>
<tr>
<td>Qualified to Degree standard</td>
<td>Desirable</td>
</tr>
<tr>
<td>ITIL Foundation Course certificate or equivalent</td>
<td>Desirable</td>
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<tr>
<td>Microsoft accredited course certificate</td>
<td>Desirable</td>
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<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Good working knowledge of a networked Microsoft Windows operating environment</td>
<td>Essential</td>
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<tr>
<td>Good working knowledge of standard applications software, in particular the Microsoft Office suite</td>
<td>Essential</td>
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<tr>
<td>Good working knowledge of laptops and mobile devices and their configuration</td>
<td>Essential</td>
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<tr>
<td>Working knowledge of non-Windows operating systems such as Linux and Mac OS</td>
<td>Desirable</td>
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<tr>
<td>Experience of using and supporting Google Apps for Education</td>
<td>Desirable</td>
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<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Excellent verbal communication skills</td>
<td>Essential</td>
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<tr>
<td>Excellent written communication</td>
<td>Essential</td>
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<tr>
<td>Able to explain concepts in simple terms to users from non-technical backgrounds</td>
<td>Essential</td>
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<td>Able to use initiative in problem solving</td>
<td>Essential</td>
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<td>Able to log information in an efficient and accurate manner</td>
<td>Essential</td>
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<td>Excellent time management and organisational skills</td>
<td>Desirable</td>
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<tr>
<td>Able to communicate on different levels using social media and email.</td>
<td>Desirable</td>
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<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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</thead>
<tbody>
<tr>
<td>Experience of delivering first line customer support</td>
<td>Essential</td>
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<tr>
<td>Working in first line support on an IT Service Desk</td>
<td>Desirable</td>
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<table>
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<tr>
<th>Personal attributes</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Confident with good interpersonal skills</td>
<td>Essential</td>
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<td>Ability to work with people in-person and over the telephone</td>
<td>Essential</td>
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<td>Able to handle pressure and cope with interruptions to the task in hand</td>
<td>Essential</td>
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<tr>
<td>Able to work as part of a team but also to work independently as necessary</td>
<td>Essential</td>
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<tr>
<td>A service-oriented approach with a commitment to high quality customer service</td>
<td>Essential</td>
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THE DEPARTMENT

Information Services

Information Services is one of the largest Professional Support Services at York, with a community of approx 275 staff, working across Library, Archives and IT Services.

IT Services

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. IT Services https://www.york.ac.uk/it-services/ (ITS) provides technology services to the whole University: staff, students and visitors. We strive to develop new services to meet changing needs and to keep pace with technological advances.

ITS at York is structured into two key functions: Digital Services (which includes Enterprise Systems and Desktop and Printing Services) and Infrastructure Services and Faculty IT (including Technical Research). ITS has nearly 130 staff, who work across Campus West and Campus East.

We support over 7,000 centrally managed PCs, installed into classrooms for student use and in offices for staff. We support over 200 applications, including standard office and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, a Windows based laptop loan service for students and support most other modern platforms. Our centrally managed Print, Copy and Scan service (York PrintPlus) is available across the University in all departments and student areas.

For researchers we offer a large super-computer with 7,500 cores and 2.5Pb of storage along with an ISO27001 certified environment for working on sensitive datasets. We combine this with support that covers everything from optimising code to advice on data handling, security or any other IT aspects of a research project.

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. IT Services take a lead across project management, business analysis and solution/software design supporting change across teaching, research and administrative services.

Our development teams are moving our services to the cloud, we are increasingly integrating with SaaS applications and use Agile methods when working closely with our customers. Our team is expanding as the University invests in a new Digital Strategy that aims to modernise digital services across the entire organisation.

Library

The Library https://www.york.ac.uk/library/ offers a wide range of services and extensive collections to support the
The Department

Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1500 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 https://www.york.ac.uk/library/locations/#tab4 in the centre of York, the Library@Piazza is located on Campus East in the Piazza Learning Centre and we are responsible for running York Minster Library https://www.york.ac.uk/library/locations/#tab-5, under a partnership agreement with the Dean and Chapter. The Library also supports a range of general study spaces available across campus, including a variety of pop up library study spaces during exam periods.

In 2018 the University of York achieved joint top position in Times Higher Education Student Experience Survey for the Good library and library opening hours question.

We develop our collections in response to learning, teaching and research priorities, working closely with departments to understand and anticipate their needs, and providing them with the resources that will enhance their work. Academic publishing, scholarly communication and research methods are changing rapidly, and we play a leading role in advising academic colleagues about open access, digital scholarship and open research and in launching new endeavours such as White Rose University Press https://universitypress.whiterose.ac.uk/

We work in partnership with our academic and student communities and are highly regarded by them. Our work using ‘UX’ to understand the needs of our diverse community has received national interest. The team also have a focus on equipping all users (students, academics and researchers and professional services staff) with the digital skills they need to be successful which is sector leading.

Archives

The mission of the Borthwick Institute for Archives https://www.york.ac.uk/borthwick/ is to support and expand the University of York’s cultural endeavour and contribute to human understanding through collecting archives, preserving them and making them widely available for research to all people, now and in the future.

In 2018 we achieved Accredited Archives Status. The Borthwick is one of the largest and most diverse archive repositories outside London. Founded in 1953, we have
THE DEPARTMENT

collected archives from all around the world, from the mid-12th century to the present day. Internationalist in outlook, the Borthwick’s holdings cover more than 40 countries. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching and learning in many departments across the University. We also provide the University’s Records Management Service, have our own Conservation and Preservation team; and host an in-house archival digitisation service.

The Borthwick’s collections are housed in an fully PD5454 compliant building, including conservation studio, digitisation suite, specialist photographic and modern media storage and teaching and learning spaces. Approximately 20 staff work at the Borthwick, staff holding their own specialisms in medieval, early modern and modern records; records management and University archives; access, outreach and engagement; conservation and digital preservation.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 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 to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. 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 multiple 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 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 7982
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 16 September 2019.

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 jo.loftus@york.ac.uk

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

recruitment@york.ac.uk

+44 (0)1904 324835