IT Support Specialist (Health Sciences)

Department: Directorate of Technology, Estates & Facilities - Faculty IT

Hours of work: Full time (37 hours per week)

Contract type: Open

Salary: £27,131 - 33,314
Introduction

The Directorate of Technology, Estates and Facilities (DTEF) is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

This role is part of the Health and Social Sciences team within Faculty IT, which supports the Departments of Health Sciences, Economics, and the Centre for Health Economics.

Main purpose of the role

The Department of Health Sciences is currently undergoing a transition from supplying and managing its own IT infrastructure to make increased use of centrally provided services. We need an enthusiastic and customer-focused individual to help support our staff and students through these changes.

You will need to support users of the existing systems, help them to adapt to new systems, and ensure their ability to conduct world-class research and teaching throughout and after the process.

The range of IT and information security literacy varies widely, and you’ll need excellent people and communication skills as you promote and instil best practice in all areas.

You’ll be working with colleagues across Health Sciences, Faculty IT and IT Services, and will be expected to feedback on common challenges faced by users as part of continual service improvement.

Key responsibilities

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

1. Role Specific Responsibilities

- Install and configure managed hardware and software
- General setup, including configuration of networking, shared filestore, etc
- Providing comprehensive technical support and advice (to users of varying technical ability), for all IT desktop hardware and software systems within the departments.
- Support for research and teaching functions
- Deployment of software packages to departmental PCs and laptops (including using SCCM)
- Document support procedures and share knowledge with other members of IT/departmental staff
- Contribute to the development of protocols, standard operating procedures and maintenance schedules for the work area
- Share responsibility for the department’s equipment assets, including maintaining an equipment register
- Liaise with suppliers and third-party maintenance companies; supervise and monitor contractors and temporary staff to ensure they deliver quality services and comply with regulations; liaise with other teams and departments to ensure all planned works or changes are implemented with minimal impact on customers/users
- Pro-actively update and improve processes and support change in the work area
- Maintain accurate records of work undertaken, including reports, using appropriate software
• Assist with purchasing including ordering and distributing goods
• To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies
• Communicate and, if required, make presentations of own work activities to others in the team
• To contribute to and support change in the work area
• Some lifting and moving of equipment may 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 other duties within the scope and grading of the post as required by the Head of Faculty IT and Health & Social Sciences Team Leader

2. University of York Responsibilities for Grade 5

Service and Operational Delivery
• Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
• Deliver services to standards set by others, using initiative and independent action to meet service needs.
• Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
• Where appropriate, solicit customer views on the nature and quality of the service provided.
• Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
• Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
• Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
• Contribute to and/or initiate the development and improvement of methods of service delivery.
• Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
• Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution
• Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
• Carry out investigations, searches and research information and data to identify trends and patterns.
• Analyse data and statistics and provide reports for higher level decision makers.
• Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication
• Establish, maintain and develop productive and ongoing relationships with colleagues across the
University, to support service delivery and issue resolution.

- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

**Governance and Oversight**

- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

**Planning and Organisation**

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.

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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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>A good working knowledge of computer hardware including laptops, mobile devices and their configuration</td>
<td>Essential</td>
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<tr>
<td>Practical experience of operational support in a modern managed desktop environment</td>
<td>Essential</td>
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<td>Experience of working on own initiative and as part of a team</td>
<td>Essential</td>
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<td>Evidence of contribution to activities using a variety of sometimes specialist technical skills</td>
<td>Desirable</td>
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<tr>
<td>A good working knowledge of Microsoft Powershell</td>
<td>Desirable</td>
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<tr>
<td>Understanding of the needs of those working and studying in a higher education environment</td>
<td>Desirable</td>
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<tr>
<td>A good working knowledge of Microsoft System Center Configuration Manager (SCCM) or similar technologies</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 5**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Manage small-scale projects                                                   | Essential             |
- Gather, analyse, interpret and report data/information                        | Essential             |
- Use digital technologies including Google applications and/or Microsoft Office | Essential             |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential             |

**Behaviours:**

- Works collaboratively with others                                            | Essential             |
- Delivers a quality service                                                   | Essential             |
- Develops self and others                                                     | Essential             |
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<td>Actively champions respect, inclusivity, equality and diversity</td>
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<td>Identifies and implements continuous improvement</td>
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