IT Support Specialist

Department: Directorate of Technology, Estates & Facilities (IT Services)

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

Contract type: Open

Salary: £27,131 - £33,314 per year
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 Library & IT Helpdesk Team within IT Services. The Library and Helpdesk Team provide first line IT support to staff and students of the University.

Main purpose of the role

The role holder will work within the IT Support team and provide first line support to staff and students. They will have good working knowledge of networked Microsoft Windows operating environment, standard applications software and the use of laptops/mobile devices and their configuration.

This role supports two factor authentication so previous experience of this is advantageous.

The postholder will have excellent communication skills and be able to explain concepts in simple terms to users from non-technical backgrounds, as well as being able to use their own initiative to problem solve.

The postholder will work Monday to Friday (9am to 5pm) but may also be required to work outside normal hours or at the weekend or on bank holidays to provide additional services for users at key times.

Key responsibilities

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

1. Role Specific Responsibilities
   - Provide first line IT help, advice, problem solving and fault resolution by telephone and e-mail
   - Provide in person help via a specialist appointment booking service where that is the most effective way to resolve an issue
   - Log all incidents and liaise with other members of IT Services and other departmental staff to ensure their effective resolution
   - Contribute to the user facing documentation, ensuring it is of a high standard, accurate and accessible
   - Perform specialist duties in order to assist the IT Support Manager in the smooth running and development of the IT Support Office
   - Work collaboratively with your IT Support colleagues, supporting each other to provide excellent customer service.
   - Review and suggest changes to processes in order to contribute to continuous service improvement
   - Use Slack, Zoom and other collaboration tools to stay in touch with team members to work effectively as a team.

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

<table>
<thead>
<tr>
<th>Role Specific</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 including Microsoft Office, Google Apps</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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### 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. **Essential**

#### 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**
- Actively champions respect, inclusivity, equality and diversity **Essential**
- Identifies and implements continuous improvement **Essential**