Desktop and Print Specialist

Department: IT Services

Hours of work: Full time | 37 hours a week

Contract type: Open

Salary: £34,308 - £42,155 per year | Grade 6
Introduction

Directorate of Technology, Estates & Facilities - (IT Services, Desktop Print & Support Services, Apple, Print & Linux)

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’.

The Department of IT Services forms part of the Directorate of Technology, Estates and Facilities (DTEF) Within IT Services, the Desktop, Print & Support Services (DPS) group provides IT Service Desk, Managed Desktop (Windows, Mac OS & Linux), Managed Print Service, Software & Hardware procurement and asset management.

The DPS Apple, Print & Linux team delivers high-profile services which are key to the delivery of outstanding teaching and learning and the world class research undertaken at the University. This is a new role which has been formed as part of the expansion of the DPS-APL team.

Main purpose of the role

As one of the UK’s leading universities, we’re looking for a talented technical specialist, with a focus on Linux and Print technologies to join a small but technically talented team to deliver essential managed services for our staff and students

The post holder will be involved in all areas of Apple, Print & Linux with a particular focus on:

● Managed Print service. This provides all end-user printing at the University and is tightly integrated to our business systems. We use PaperCut MF control software, with HP printers and MFDs.
● Managed Linux Desktop. This is built on Ubuntu LTS and is installed across teaching classrooms, on office PCs and laptops, and research servers.

These systems are high-profile business systems which serve the entire University and require high levels of security and reliability.

The postholder will work closely with the DPS-APL team, and will develop and maintain their own technical expertise, to provide system training, and a point of escalation, to assist other IT staff members in the development of their roles.

You will be able to engage and maintain relationships with customers and support staff, and be able to collaborate on technical implementation and support issues, while escalating issues as required to management and external suppliers.

The role requires first class technical abilities and a passion for providing innovative technologies with a customer focus, and a highly collaborative work style.

The role requires some on-site working, sometimes at short notice. We support a hybrid or 100% on-site approach.
**Key responsibilities**

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

1. **Role Specific Responsibilities**
   - Deploy, configure and maintain the Managed Print system
     - Provide comprehensive 2nd and 3rd line support to users and departments
     - Evaluate, architect and implement new software and hardware technologies
     - Liaise with third party suppliers for purchasing and technical support on behalf of the Department
   - Deploy, configure and maintain the Managed Linux Desktop
     - Provide comprehensive 2nd and 3rd line support to users and departments
     - Evaluate and deploy software to meet customer requests
   - Assist in deployment, configuration and maintenance of the Managed Mac service
   - Participate in, and lead projects to improve services and increase security, and contribute to continuous improvement
   - Participate and lead in documentation, knowledge exchange and training other groups in IT Services and throughout the University
   - Occasional working on evenings, weekends and bank holidays may be required to meet the needs of the services

2. **University of York Responsibilities for Grade 6**

**Service and Operational Delivery**
   - Oversee a responsive and proactive support service to ensure service expectations are met.
   - Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
   - Contribute to operational leadership teams and decision making to shape the nature and level of support services.
   - Implement changes to the design and development of a service.
   - Accountable for delivery of a service within a defined area or defined responsibilities.
   - Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
   - Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
   - 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**
   - Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
   - Ensure the review and improvement of systems and procedures in line with University frameworks.
   - Review internal and external practice to identify opportunities for future improvements or efficiencies.
   - Apply expertise to identify, understand and propose resolutions for issues or problems.
• Proactively identify opportunities for building personal knowledge and skills for self and others.
• Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution
• Provide advice to stakeholders in relation to complex policies, procedures and regulations.
• Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
• Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
• Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
• Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication
• Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
• Build relationships and networks internally and externally to build and update knowledge and skills.
• Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight
• Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
• Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
• Contribute to the creation or development of policy and procedures to take account of internal and external changes.
• Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation
• Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
• Plan and manage longer term programmes of work, monitoring progress as required.
• Lead the delivery of projects to facilitate service operational change or play a role in University-wide 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>
</tr>
</thead>
<tbody>
<tr>
<td>Proven experience maintaining a Print system at scale</td>
<td>Essential</td>
</tr>
<tr>
<td>Proven experience maintaining a managed desktop system at scale</td>
<td>Essential</td>
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<tr>
<td>Working knowledge of PaperCut</td>
<td>Desirable</td>
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<tr>
<td>Experience maintaining a Linux installation, including software packaging</td>
<td>Desirable</td>
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<tr>
<td>Experience with MacOS, iOS and Mobile Device Management</td>
<td>Desirable</td>
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<tr>
<td>Working knowledge of patching and security</td>
<td>Essential</td>
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<tr>
<td>Working as part of an IT Support team in a large organisation</td>
<td>Essential</td>
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### University of York Person Specification for Grade 6

**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:**

- Lead projects                                                               | Essential             |
- Gather, analyse, interpret and report complex 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             |