

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

Closing Date: 04 June 2017

Interviews are planned for: 04 July 2017

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JOB DESCRIPTION – Job ref REQ00623

Job Title and Grade:	LETS AV and IT Technician Grade 6
Contract:	Full time, fixed-term 1 year. This post is fixed term as specialist expertise is required.
Hours:	36 hours per week
Salary:	£25,298 - £28,452 per annum
Department/Section:	IT Services
Responsible to:	Director of IT Services
Reports on a day to day basis to:	LETS Development Team Leader
Purpose of job:	Install maintain and upgrade AV and IT equipment in a networked IP enterprise environment for the purposes of Education Research and Professional Services.

Duties of the Post:

The LETS team, based within IT Services at the Colchester Campus, delivers day to day AV and IT support for University staff, teaching spaces, meeting areas, campus based external conferences, commercial events and major, high profile University events such as the annual Graduation, Registration and Clearing.

The postholder will work within one of the LETS team to support teaching and learning and the scope of the job will range from the deployment, maintenance repair and de-commissioning of equipment. They will work in a team whose skills will range in experience and breadth of knowledge and will participate in using their particular expertise to deliver University wide projects and events such as Graduation and the construction of new teaching buildings.

The Colchester campus has over 200 rooms with AV and computers and more than 4000 PCs and associated printers and mobile devices to support, deploy and repair.

The post is based in the IT Services offices at the Colchester campus. Travel to other campuses at Southend and Loughton will be required on a regular basis.

The post will be responsible for the following:

Strategy and Planning

1. Understand the University organisational and customer IT needs and help translate requirements delivery of new facilities and services.

Service Development and Delivery

2. Liaising with, and advising customers within the University.
3. Relocation and moving of AV and IT equipment to suit the Universities or users' needs.
4. Preparing and installing a full range of IT and AV equipment for Academic calendar events such as Student Registration, Graduation and Clearing.
5. Install maintain repair and decommission AV / IT equipment over the lifecycle.
6. Manage and review Image Deployment Servers.
7. To ensure that all the work that you are doing individually or in teams is performed to the correct health and safety standards.
8. Provide instant AV / IT support for live teaching and events.

Teamwork and Motivation

9. Work with the team on delivering projects in tight timescales.
10. Work with other teams in IT Services to ensure the smooth running of dependant services.

Communication and Collaboration

11. Liaising with customers and suppliers to ensure timely delivery of services.
12. Deliver and participate in the sharing of knowledge amongst the LETS team.
13. Work with the wider University and understand their requirements from technology and where appropriate bring these forward for further investigation.
14. Documenting Standard of Procedures.

Investigation, Analysis and Research

15. To keep up to date knowledge of the AV / IT marketplace, including changes in technologies, services and suppliers.
16. To keep abreast of good procurement practice, especially in higher education and IT and participate in relevant regional and national communities of practice; and, where relevant, to make recommendation to the University.

Other

17. Ensure that the University and IT Services Health and Safety and other policies and procedures are followed.
18. Any other duties as may be assigned from time to time by the Director of IT Services or his/her nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

For Academic posts only: It should be noted that there is a contractual requirement for some members of academic staff to undertake research duties. If this requirement applies to a post it will be clearly stated in the job description, which forms part of the contract of employment.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

May 2017

PERSON SPECIFICATION

JOB TITLE: LETS AV and IT Technician

Qualifications /Training

	Essential	Desirable
▪ Hold a degree in an IT discipline or equivalent experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ ITIL foundation certificate.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Current health and safety training in manual handling and working at heights.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Extensive experience of working with AV or IT hardware.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using a service desk.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of networking environments.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Understanding of IP and Ethernet networking.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Possession of a full UK valid driving licence.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Leading small teams of varying expertise to develop the service and the individuals.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Developing and managing technologies in an enterprise environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a University.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of deploying hardware and software in enterprise environments.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Design of innovative solutions to problems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Management of the full lifecycle for medium sized projects.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent communication and interpersonal skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Strong administrative and organisational skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Exceptional attention to detail.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work safely with electrical equipment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to deliver excellent customer service and to continually improve the customer experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to build and maintain good working relationships with a wide variety of people at all levels.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to manage competing priorities and work to deadlines in a busy environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work independently or as part of a team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Manual handling.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Lead experience for AV/IT supported University project and events.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ *Ability to meet the requirements of UK 'right to work' legislation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Flexibility in working arrangements.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

May 2017

ADDITIONAL INFORMATION

General information

You can find more information about the department at the following link <http://www.essex.ac.uk/it/>

People Supporting Strategy

Please find a link to the People Supporting Strategy.

<http://www.essex.ac.uk/hr/policies/docs/people-oct15.pdf>

Benefits

Our staff and students are members of the University for life. We believe a person's potential is not simply defined by grades or backgrounds, but by a willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

No smoking policy

The University has a no smoking policy.