

RECRUITMENT PACK

This document includes the following information:

- Job Description
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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 July 2017

Interviews are planned for: 27 July 2017

Produced by:
Resourcing Team
Human Resources
University of Essex
Wivenhoe Park
Colchester CO4 3SQ
United Kingdom
Tel: +44 (0)1206 873521/874588
Email: resourcing@essex.ac.uk



JOB DESCRIPTION – Job ref (REQ00708)

Job Title and Grade:	IT Helpdesk Assistant Analyst (Southend) x 2 posts Grade 3
Contract:	Part time, permanent
Hours:	23.75 hours per week for each post (The working pattern will be 4.75 hours per day. The two posts between them will be required to cover the Southend IT Helpdesk opening hours 8.30am-6.00pm, Monday to Friday)
Salary:	£16,290 - £18,412 per annum, pro-rata
Department/Section:	IT Services
Responsible to:	Director of IT Services
Reports on a day to day basis to:	IT Manager (Southend and Loughton)
Purpose of job:	The IT Helpdesk team provides the University's IT users with a single point of contact for services and facilities provided by IT Services. The IT Helpdesk Assistant Analyst provides student and staff customers with a professional and high quality customer service in response to their queries for information, help, and support.

Duties of the Post:

The IT Helpdesk on the Southend campus is the main point of interaction with IT Services for many users. Our aim is to be able to resolve first line problems and queries quickly and completely wherever possible or to provide accurate referrals to specialist colleagues in second and third line support teams. This requires a patient, friendly and diplomatic approach to customer interactions by email, by telephone and in person as well as full participation in a set of related back office tasks. The post is based at the Southend campus, occasional travel to Colchester or Loughton may be required.

The duties will be to assist with all aspects of the work of the IT Helpdesk:

Service Delivery

1. To provide a friendly and professional service to all University IT users at all campuses whether they visit in person, make their enquiry by email, telephone, or use online services.
2. Supporting IT users in the operation of their University IT account and in connecting to the University's network, both on and off campus, either by cabled connection or the wireless network service.
3. Refer unresolved problems to relevant specialist colleagues in an accurate and timely manner.
4. Refer more difficult technical queries or customers to Helpdesk Analysts or other technical experts.
5. Assist with the support of the day to day operation of open access PC laboratories and other facilities managed by IT Services. This includes giving advice on using the installed software, printing and re-supplying printer consumables to the networked laser printers and multi-function devices in these facilities.

Collaboration

6. Assist with the creation, development and maintenance of electronic and paper information resources relating to IT services and facilities for use by IT users and/or the Helpdesk.
7. Contribute to developing and maintaining knowledge of IT facilities and services in order to ensure that the Helpdesk team is able to provide up-to-date and accurate support.
8. Participate fully in team activities including active contribution to team meetings, training sessions, and the development of new ideas and solutions to problems.
9. Assist with ad hoc support of Library enquiries and signposting of other University of Essex support services.

Administration

10. Accurately log relevant enquiries and their resolution or referral using the Service Desk system.

Other

11. Learn new University systems, software, methods of service delivery or processes as required.

12. 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#>

June 2017

Person Specification

JOB TITLE: IT Helpdesk Assistant Analyst (Southend)

Qualifications /Training

	Essential	Desirable
▪ IT Apprenticeship or equivalent qualification.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ European Computer Driving Licence (ECDL) or equivalent IT/computing qualification (or to be achieved in 6 months)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Experience of Windows and Mac operating systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working on a Helpdesk and/or in a service environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using a wide variety of software.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Extensive experience of using MS Office applications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Knowledge of troubleshooting wireless devices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Knowledge of setting up mail clients on various devices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of troubleshooting printer problems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ The ability and commitment to work as part of a team with good interpersonal skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work on own initiative.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A pleasant personal and telephone manner when relating to staff, and to students of all ages from home and overseas, and sensitivity to the needs of people from a wide variety of cultural backgrounds.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to communicate effectively with students and staff, both verbally and in writing, and often in difficult and stressful situations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A good command of the English language, both spoken and written.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The ability to work in a busy environment with the minimum of supervision, whilst remaining patient and maintaining a confident and pleasant manner.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to act with discretion and maintain confidentiality.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to understand the needs of the University's computer users with a wide variety of IT skills and experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Quick to learn new software and hardware and keep abreast of upgrades and the changes they bring.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to perform basic technical duties such as replacing mice and keyboards, un-plugging and moving computer systems etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The required physical abilities to carry out the duties of the post.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Self-motivated with a flexible approach to work and a willingness and ability to keep informed about relevant changes and to adapt and develop in response to change.	<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"/>
▪ A flexible approach to work to assist in maintaining service quality (e.g. to cover absence and peaks of demand).	<input checked="" type="checkbox"/>	<input 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>

June 2017

ADDITIONAL INFORMATION

IT Services

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

General information

Informal enquiries may be made to Matt Softly, ICT Manager, Southend, (telephone: 01702 328342 e-mail: matt.softly@essex.ac.uk). However, all applications must be made online.

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.