University of Essex

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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 (e.g. 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: 26 November 2017

Interviews are planned for: 18 December 2017

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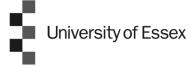**Tel: +44 (0)1206 873521/874588**
Email: resourcing@essex.ac.uk

JOB DESCRIPTION – Job ref REQ00983

Job Title and Grade:	Learning Environments and Technology Systems [LETS] Service Desk Assistant Grade 5
Contract:	Permanent, full-time
Hours:	36 hours per week
Salary:	£21,585 - £24,983 per annum
Department/Section:	IT Services
Responsible to:	Director of IT Services
Reports on a day to day basis to:	LETS Manager
Purpose of job:	The post-holder will be part of the LETS team supporting teaching and research in the University and will aid the LETS teams in providing support for all activities involving AV and IT.

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 post-holder is responsible for delivering customer service to a wide range of users of varying technical ability including first line troubleshooting, equipment deployment and handling faults and repairs. They will also provide general administration support to the LETS teams including the coordination of schedules of work, office moves, video conference bookings and event support.

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.
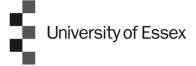
The post-holder will work closely with colleagues across IT Services as well as colleagues in other Professional Services sections and Academic Departments and Centres.

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 an occasional basis.

The post will be responsible for the following:

General Administration
1. Timetabling and organising office IT moves.
2. Arranging video conferencing bookings, liaising with end points to undertake testing.
3. Liaising with the internal and external events departments concerning academic and external event support.
4. Providing assistance and support to members of the University via telephone, email or in person.
5. Logging all requests/ incidents in the call logging system, dealing with them in accordance with agreed procedures.
6. For those issues which are unable to be resolved at first contact, escalating to the appropriate teams, retaining ownership and ensuring the issue is updated and progressed.
7. Organising the disposal of IT equipment using third parties when appropriate under the WEEE directive.
8. Maintaining schedules of works and recharging for work.

9. Participating in a safe working environment.
10. Stock monitoring and ordering of consumables including PPE.
11. Supporting the coordination of all aspects of IT room moves (space, networking, PC, phone, furniture and appropriate staffing).
12. Administering the LETS calendar, the Connect2 loan system and academic events.

Customer Support
13. Providing help and support for users of services provided by IT Staff in the department, working with internal IT colleagues to resolve incidents, improve user documentation.
14. Carrying out first line troubleshooting of malfunctioning PC and Mac laptops, including virus removal and booking appointments for PC/Mac problems requiring more in-depth diagnosis.
15. Deploying IT equipment in the department where it has been purchased or it has to be moved.
16. Providing a high standard of customer service in line with defined performance targets.
17. Reporting and following up relevant faults, maintenance work, security and safety incidents.
18. Dealing with student and staff in person callers as well as visitors from IT suppliers or other organisations.
19. Fielding telephone calls to LETS, directing to relevant members of staff, the IT Helpdesk, or taking messages as appropriate.
20. Creating user guides for equipment.

Technology
21. Giving assistance to users of PC, Mac systems on commonly used applications such as web browsing, email, office and graphical software.
22. Providing assistance in connecting mobile devices to the network and other University services.
23. Using Room Management Systems to remotely rectify problems in teaching rooms.
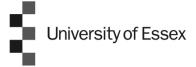
Other
24. Ensure that the University and IT Services Health and Safety and other policies and procedures are followed.
25. Any other duties as may be assigned from time to time by the Director of IT Services or their nominee.

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

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#

October 2017

PERSON SPECIFICATION

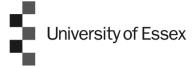| JOB TITLE: LETS Service Desk Assistant |
|---|

Qualifications /Training

	Essential	Desirable
▪ A technical qualification at A-Level or equivalent experience	☒	☐
▪ An ECDL qualification	☐	☒
▪ A qualification in ITIL	☐	☒

Experience/Knowledge

	Essential	Desirable
▪ Demonstrable experience of working in a busy customer service role (phone, email and/or face to face) providing initial contact to a wide range of people with different abilities and levels of seniority	☒	☐
▪ Experience of working in a systematic, methodical and organised fashion, with the ability to recognise and take action when tasks need to be re-prioritised	☒	☐
▪ Use a variety of systems to accurately collate, input, investigate and maintain data	☒	☐
▪ Ability to explain solutions to customer problems using different methods of communication (email, phone, face to face) in a way which is appropriate to the recipient	☒	☐
▪ Exceptional customer service skills – a demonstrable track record of providing a friendly, 'can-do' approach to resolving enquiries	☒	☐
▪ Proven track record in the ability to acquire new AV & IT systems skills and knowledge	☒	☐
▪ Proficiency in using a range of commonly used AV & IT systems such as projectors, configuration of mobile and tablet devices, Internet and wireless access	☒	☐
▪ Basic understanding of audio/video equipment operation, such as projectors and audio/video connections	☒	☐
▪ General administration associated with the delivery and return of equipment	☒	☐
▪ An effective team member, who demonstrates support and commitment to achieving both individual and team goals	☒	☐

Skills/Abilities

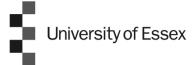|	Essential	Desirable
▪ Collaborates with team members and peers across the University to exchange knowledge and achieve joint projects and objectives	☒	☐
▪ Ability to work well in a team	☒	☐
▪ Ability to complete tasks independently	☒	☐
▪ An understanding of ITIL and how this relates to the LETS Service	☐	☒
▪ Patience and understanding with people who are not technically minded	☒	☐
▪ Ability to diagnose and solve problems with AV and IT related equipment	☒	☐
▪ Ability to explain how AV and IT equipment works and to train people in its use	☒	☐
▪ Demonstrable administration skills with an ability to co-ordinate multiple resources to tight timescales	☒	☐

	Essential	Desirable
▪ Ability to write instructions for using equipment using presentation software	☐	☒
▪ Ability to manually handle a variety of standard AV and IT equipment in a variety of locations spread out across the campus	☒	☐
▪ Proficiency in basic administrative tasks such as record keeping, inventory, and form processing	☒	☐

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	☒	☐
▪ Willingness to travel to other campuses when required	☒	☐

* 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

October 2017

Additional Information

IT Services

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

General information

Informal enquiries may be made to Wayne Laughlin, Learning Environments and Technical Systems (LETS) Manager, (telephone: 01206 873610, e-mail: waynel@essex.ac.uk). However, all applications must be made online.

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 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.

This document is produced by:

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