

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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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 (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 873461/873521/874588) for help.

Closing Date: 22 August 2018

Interviews are planned for: 12 September 2018



JOB DESCRIPTION – Job ref REQ01671

Job Title and Grade:	IT Support Officer Grade 7
Contract:	Fixed-term, full-time until 31/03/2021 due to a temporary funding source.
Hours:	A notional minimum of 36 hours per week
Salary:	£29,799 - £32,548 per annum
Department/Section:	UK Data Archive
Responsible to:	Director of Technical Services
Reports on a day to day basis to:	IT Operations Manager
Purpose of job:	<p>The IT Support Officer works within the Technical Services directorate of the UK Data Archive. This section provides support for the critical needs of the other divisions in the UK Data Archive, by installing, commissioning, configuring, developing, maintaining and updating internal and external systems which are in everyday use.</p> <p>The post-holder will be part of Digital Preservation, Systems & Security (DPSS), a small team that is responsible for: the provision of front line IT support to staff; the installation and configuration of PCs and associated peripherals and software; administrative tasks including maintaining an asset register; configuring user accounts; creating and maintaining AD security groups; creating folder structures and securing them; checking authentication and authorisation levels.</p>

Duties of the Post:

The main duties of the post will include:

1. Provide technical support for computer hardware, software and associated peripherals.
2. Deploy PCs and associated peripherals including new installations and the redeployment of existing equipment.
3. Create and maintain hard drive images.
4. Maintain existing PCs; perform upgrades, new installations and routine procedures.
5. Maintain an accurate register of hardware and software.
6. Maintain Active Directory security group lists.
7. Maintain the installation software repository and licenses database.
8. Specify, research, compare and order IT related equipment and software.
9. Provide IT support for workshops and conferences. Administer and undertake technical operation of audio-visual conferencing equipment.
10. Conform to relevant policies and procedures, particularly with respect to information systems.
11. Document support requests in the Systems Helpdesk; facilitate the resolution of common queries and redirect and escalate requests to the appropriate manager as required.
12. Assist with the production of quarterly service level definition reports.
13. Answering and resolving IT queries (both by email and telephone) for users of the Secure Lab, and recording these queries and their outcomes in the query tracking system.
14. To configure and test Secure Lab project areas and accounts.
15. To assist the IT Operations Manager with other DPSS work as appropriate.
16. Liaise with other parts of the UK Data Service (internal and external) over user access and support issues.
17. Participate in various activities appropriate to the seniority of the post.



18. Any other duties required by the Director 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#>

August 2018

PERSON SPECIFICATION

JOB TITLE: IT Support Officer

Qualifications/Training

	Essential	Desirable
▪ 2 A-Levels or an equivalent recent technical qualification e.g. MCSE / MCP	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Undergraduate degree or equivalent (BA, BSc) in a technical subject	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ GCSE or equivalent in English Language and Mathematics (Pass Grade)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Experience of working on, and understanding the challenges of, a busy helpdesk	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working with numerical data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of Citrix support	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of network file systems and security	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Understanding of Information Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of general (Windows) IT support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience in a customer services or similar office environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of social science statistical packages, such as SPSS	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience in supporting MS Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience in supporting recent MS Operating Systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Good communication skills in English, both verbal and written	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to deal confidently and professionally with people at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to identify, analyse and solve problems effectively and efficiently	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Time management and prioritisation skills to enable deadlines to be met	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work independently as well as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good organisational and administrative skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to use and support Microsoft Office suite and applications	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of libraries or archives, for example, having used library catalogues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Understanding of social science data	<input type="checkbox"/>	<input checked="" type="checkbox"/>



▪ Can fulfil the staff vetting procedure for Government contracts (see general information for more details)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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* 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>

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ADDITIONAL INFORMATION

UK Data Archive, University of Essex

You can find more information about the UK Data Archive and the UK Data Service at the following link:

- <http://www.data-archive.ac.uk>
- <http://ukdataservice.ac.uk>

You can also follow us on Twitter:

- @UKDataArchive
- @UKDataService

General information

Informal enquiries may be made to Will Taylor, IT Operations Manager (telephone: 01206 872146 e-mail: wtaylor@essex.ac.uk). However, all applications must be made online.

The UKDA is ISO27001:2013 certified. All UKDA employees have a responsibility to adhere to the Archive's information security policies and procedures. This post holds specific duties with regards to information security and is therefore subject to a Baseline Personnel Security Standard (BPSS) check, including verification of identity; nationality and immigration status; employment history (past 3 years) and criminal record.

Staff Vetting Procedures for Government Contracts

The University of Essex has Government contracts, some of which require it to access Government systems, information or data. We have a duty to protect these assets and this obligation extends to our employees.

Due to the nature of the work, applicants who are offered employment in this role will be subject to a vetting procedure before the appointment is confirmed to enable the University to verify the following for the successful candidate:

- Identity
- Employment history (for a minimum of the past 3 years)
- Nationality and immigration status
- Criminal Record (unspent convictions only)

Criminal Record Disclosure Checks

We encourage all applicants to provide details of warnings, reprimands, cautions or unspent criminal convictions at an early stage in the application process. Should you wish to declare such information, please email the Resourcing Team in confidence, (resourcing@essex.ac.uk) attaching brief details, or alternatively post details to the Resourcing Manager, Human Resources, University of Essex, Wivenhoe Park, Colchester CO4 3SQ. This information is seen only by those directly involved in the recruitment process.

Should you be appointed to this post you will be asked to make an application for a basic Disclosure and Barring Service (DBS) check This only asks about unspent convictions. More information about the process can be at <https://www.gov.uk/request-copy-criminal-record>

Having a criminal record will not necessarily bar you from working with us – this will depend on the nature of the position and the circumstances and background to your offence. A copy of the University of Essex policy on the recruitment of ex-offenders is available on the University website:

<https://www.essex.ac.uk/staff/recruiting-staff/recruitment-of-ex-offenders-and-disclosure-and-barring-service>

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

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)

This document is produced by:

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