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: 20 August 2017

Interviews are planned for: 7 September 2017

Job Title and Grade:	Technical Support Officer Grade 7
Contract:	Fixed-term, full-time until 31/03/2021 to deliver a specific project finite in nature, with no anticipated requirement for such work beyond the completion of that task or project
Hours:	A notional minimum of 36 hours per week
Salary:	£29,301 - £32,004 per annum
Department/Section:	UK Data Archive
Responsible to:	Director of Technical Services
Reports on a day to day basis to:	Data Security Manager
Purpose of job:	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. The post-holder will be part of 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.

Duties of the Post:

The main duties of the post will include:

1. Provide technical support for computer hardware, software and associated peripherals.
2. Advise and guide staff in all technical aspects of computers, applications and processes.
3. Design and maintain innovative multi-media training materials to support the work of the section.
4. Deploy PCs and associated peripherals including new installations and the redeployment of existing equipment.
5. Install and configure operating systems and software.
6. Create and maintain hard drive images.
7. Maintain existing PCs; perform upgrades, new installations and routine procedures.
8. Maintain an accurate register of hardware and software.
9. Maintain Active Directory security group lists.
10. Maintain the installation software repository and licenses database.
11. Specify, research, compare and order IT related equipment and software.
12. Provide IT support for workshops and conferences. Administer and undertake technical operation of audio-visual conferencing equipment.
13. Conform to relevant policies and procedures, particularly with respect to information systems.
14. Document support requests in the Systems Helpdesk; facilitate the resolution of common queries and redirect and escalate requests to the appropriate manager as required.
15. Assist with the production of quarterly service level definition reports.
16. 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.

17. To identify, and where appropriate, pass on complex IT queries to the Data Security Manager.
18. To configure Secure Lab project areas and accounts. This is a key contractual responsibility on which our supply of data depends.
19. To undertake the relevant procedures for testing Secure Lab accounts, and notifying the Data Security Manager, or of anomalies.
20. To assist the Data Security Manager with other IT-related work as appropriate.
21. Participate in projects and represent the section at meetings, as appropriate; actively contribute to information exchange within the section and between other sections and service partners as appropriate.
22. Liaise with other parts of the UK Data Service (internal and external) over user access and support issues.
23. Assist with research and development projects.
24. Participate in collecting management information relating to the department's activities that can be used to track and improve procedures or services; report this information through the appropriate organisational channels.
25. Continuously seek to expand a range of skills in accommodating changes in the wider data access and technical landscape.
26. Participate in various activities appropriate to the seniority of the post.
27. 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 2017

University of Essex

PERSON SPECIFICATION

JOB TITLE: IT Support Officer

Qualifications /Training

	Essential	Desirable
▪ 2 A-Levels (grades A-C) or an equivalent technical qualification e.g. MCSE / MCP	☒	☐
▪ Undergraduate degree or equivalent (BA, BSc) in a technical subject	☐	☒
▪ GCSE or equivalent in English Language and Mathematics (Pass Grade)	☒	☐

Experience/Knowledge

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

Skills/Abilities

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

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	☒	☐
▪ Experience of libraries or archives, for example, having used library catalogues	☐	☒
▪ Understanding of social science data	☐	☒

▪ Can fulfil the staff vetting procedure for Government contracts (see general information for more details)	☒	☐

* 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

August 2017

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 Mus Ahmet, Data Security Manager (telephone: 01206 872103 e-mail: mus@essex.ac.uk). However, all applications must be made online.

The UK Data Archive is ISO 27001, certified for Information Security Management.

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.
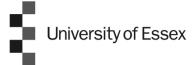
Should you be appointed to this post you will be asked to make an application for a Basic criminal record Disclosure. This only asks about unspent convictions. More information about the process can be at http://www.disclosurescotland.co.uk/.

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://www1.essex.ac.uk/hr/managers/recruitment/ex-offenders.aspx

People Supporting Strategy

Please find a link to the People Supporting Strategy.

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

University of Essex

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.