

Support Technician Equipment Hub - IT & AV (Stores) - Learning and Information Services - Grade D

Job Description

Purpose

Provide excellent customer service and support for students and staff, with a range of IT, engineering and audio/visual equipment.

Duties

1. To provide technical support for a range of IT and AV equipment, helping to ensure effective and efficient use of resources in designated areas.
2. To prepare equipment for use by students and staff.
3. To provide help, support, guidance and advice to staff and/or students on the use and operation of equipment.
4. To be responsible for fault reporting, maintenance and development of equipment, including daily checks, ensuring they are maintained effectively.
5. To undertake re/configuration of equipment and/or relevant software.
6. To undertake stock checks and inventory management activities in line with University procedures, highlighting any issues to the senior technician.
7. To assist with Health and Safety risk assessments for designated facilities as required.
8. To assist staff and students undertaking research, exhibitions and Knowledge Transfer/income generating activities.
9. To work on specific technical projects as the business requires.
10. To demonstrate and provide a consistently high level of customer service to staff and students.
11. To demonstrate flexibility and commitment to the University and LIS mission statements, policies and development plans.
12. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
13. To carry out other such duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience in a customer services role (Application/Interview).
- GCSEs or equivalent secondary qualification (Application/Interview).
- Good customer service skills (Application/Interview).
- Computer Literate (Application/Interview).

- Ability to liaise effectively with customers and colleagues using excellent communication skills both written and verbal (Application/Interview).
- Engage with, and work effectively as part of a diverse team (Application/Interview).
- Ability to work independently and with initiative (Application/Interview).
- Ability to plan, prioritise and organise own workload (Application/Interview).
- Ability to provide manual handling to varying weights and sizes (Application/Interview).
- Awareness and understanding of confidentiality (Application/Interview).
- Attention to detail and concern for quality of work of team and self (Application/Interview).
- Commitment to personal and professional development (Application/Interview).
- Demonstrate a flexible approach to work and working hours (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values as a framework for decisions, actions, and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of IT and AV technical support in a customer facing role (Application/Interview).
- Experience of working in a further or higher education environment (Application/Interview).
- Experience in the use of professional IT, AV and or electronic equipment (Application/Interview).
- Experience of cash handling/reconciliation processes (Application/Interview).
- Post-secondary qualifications in a technical, IT or Media Technology related discipline (Application/Interview).
- Knowledge of mobile technologies e.g. tablets and smart phones (Application/Interview).
- Ability to analyse and solve IT and AV technical support queries (Application/Interview).