



**Job title:** IT Support Technician

**Reports to:** IT Support Manager

**Department:** Information Services

**Location:** The role will be based at Moulsecoomb / Eastbourne / Falmer / City Campus. However, the role will require the flexibility to travel to and work from other university sites, as and when required for which expenses will be paid in accordance with the University’s [Staff Expenses Policy](https://staff.brighton.ac.uk/finance/PublishedDocuments/Staff%20Expense%20Policy.pdf).

**Grade:** Grade 5

**Purpose of the role**

The purpose of the role is to provide effective delivery of all IT Services for the university’s staff and students, specifically in the support of end user computing and audio visual services. To act as a point of escalation for more complex IT service issues, as required. The role will be responsible for the delivery of any Technical Demonstration services where these are required by a specific school.

**Main areas of responsibility:**

* To ensure the delivery of a proactive, customer and solution focussed IT and AV service which also effectively manages customers’ expectations. This may involve being a point of escalation for more complex IT services issues if they arise;
* To own calls escalated from the Service Desk and elsewhere, (providing Tier 2 and 3 Support) in the delivery of all standard IT services (incident, service requests and problem management) to agreed service level agreements (SLAs), to ensure the smooth running of IT support provision at the university;
* To contribute to the effective delivery of significant IT provision to ensure the smooth running of key university events (exam weeks, clearing, conferences), as required;
* To undertake IT maintenance activity, e.g. software installations, ongoing maintenance and new PC builds, to ensure efficient use of resources and time;
* To undertake the delivery of a range of IT Services activities including student IT clinics; equipment loans; service desk; IT, AV and mobile device support; media production; purchasing; technical demonstrating; PAT testing; Health and Safety inspections), as required;
* To work with the university’s Estates and Facilities Management Department to deliver IT requirements and enhancements as part of the university’s Estates improvement projects.

**General responsibilities**

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality, Diversity and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018 and UK GDPR



The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**).

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| **Essential criteria**  |  | **A, I, E** |
| **Knowledge, skills, and abilities** | * Specialist knowledge of Media and Audio Visual services, PC and Apple Hardware, Operating Systems and Software, including MS Office and Outlook and a wide range of system support software
* A good understanding of the practices, procedures, methods and regulations required in support of IT, Media and Audio Visual services
* Organisation skills to be able to prioritise and manage a busy workload with an ability to balance immediate and longer term objectives
* An understanding and appreciation of customer service principles
* Analytical skills to be able to understand and resolve complex problems and issues
* Possess investigative and problem solving skills to provide a customer focused & responsive service
* Willingness to keep up to date with technological advancements
* Knowledge of current, relevant health and safety regulations and guidelines with a willingness to keep up to date
* Ability to communicate clearly and effectively with an ability to make technical issues accessible to staff and students
* Ability to write clearly, grammatically and concisely and to explain technical information in a user friendly style
* Ability to work collaboratively as a member of a team
 | **A, I, E** **A, I, E** **A, I, E****A, I, E** **A, I, E** **A, I, E** **A, I****A, I****I****A****I** |
| **Qualifications** | * Qualification in a Computing, Media or other Audio Visual related subject, and/or significant experience of working in a similar role within Information and/or Audio Visual Communications.
 | **A, I** |
| **Experience** | * Significant previous experience of working in an IT Support role
* Proven significant experience in the use of current Windows and Macintosh computers, diagnostic software and applications, particularly database, spreadsheet and word-processing applications.
 | **A, I** **A, I** |
| **Physical demands****and/or other****requirements** | * The role will require lifting computers, monitors and other equipment according to Health and Safety guidelines
* The role will require the ability to travel to other university sites as required
* The role will require occasional out of hours working to ensure ad hoc support is available for evening events, open days etc.
* An insight into the needs and priorities of students and staff
* Experience of working in an ITIL environment
* Experience of specialist software used in video and audio editing
 | **A, I****A, I****A, I****A****A****A** |



* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example) and further information can be found on the ‘Balancing Working Life’ section here [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| **Grades** | **Basic entitlement per year** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx)
* Read the University’s [2019 - 2025 Strategy](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

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