



JOB PURPOSE

To provide an IT service to a School with the Faculty of Engineering and Physical Sciences.

MAJOR DUTIES

Job Purpose

- Handling IT queries from staff and students, resolving if possible and escalating as appropriate; providing IT advice as required to staff and students.
- Assisting with the deployment of new computers or the updating of existing computers to include installing operating systems, applications and patches as required. Helping migrate user data.
- Diagnosing hardware faults in IT equipment including desktops, laptops and printers, carrying out basic maintenance and ensuring appropriate repair arrangements are in place where necessary.
- Updating and assisting with management of hardware and software inventories; maintaining software licensing compliance.
- Assisting with ongoing operation and ensuring validity of data backups
- Assisting with ongoing operation of printers and multi-function devices
- Monitoring stocks of IT equipment and consumables and initiating orders as required
- Support student learning through the development and demonstration of standard equipment and techniques.
- May provide standard guidance and advice to junior colleagues/students through on-the-job training/coaching in the use of equipment and techniques.
- Comply with Health and Safety procedures affecting self and others.
- Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. Other duties may arise of a more general nature which is consistent with the job title and hourly rate attached to this post.

Location of the post will be subject to the requirements of the University.

ESSENTIAL CRITERIA

The successful worker will have:

1. Academic and/or vocational qualifications ie OND/ONC and/or NVQ level3 in relevant subject (or equivalent) **OR** 2 years relevant work experience
2. Experience of working in an IT capacity in a work environment.
3. Comprehensive knowledge of relevant systems, equipment and processes.
4. Good awareness of safe manual handling.
5. Good understanding of relevant regulations and procedures including Health and Safety requirements.