

JOB DESCRIPTION

POST: Helpdesk Technician

DATE: January 2018

SERVICE: IT Services (ITS)

POST NO: ITS-B45

STARTING DATE: As soon as possible

SALARY RANGE: Grade 4, £19,850 to £22,214 per annum

HOURS: Full time, 37 hours per week

REPORTING TO: User Services Manager
Director of ITS

THE POST

The Helpdesk team, which is part of IT Services (ITS), is key for the University in providing essential support and assistance to both staff and students. With a wide range of facilities and equipment, the Helpdesk need to have extensive skills and knowledge to be able to deal with a myriad of differing problems and challenges.

The Helpdesk Technician will be responsible for the provision of first and second line support to all staff and students. This will include liaising with customers at all levels, answering queries and providing technical guidance and solutions to a wide range of issues. Support will cover networked PCs, printers, mobile devices and front office activities including staffing the Helpdesk on a regular basis. Staff need to be very customer focussed and have a flexible and responsive attitude to their work.

MAIN DUTIES AND RESPONSIBILITIES

- Onsite coverage of Helpdesk counter on a regular basis
- Logging all requests for assistance in call management system, dealing with first and second line support queries and keeping in close contact with customers
- Providing a timely turnaround on all issues
- Maintaining accurate asset database records
- Provide reports as required by Helpdesk Supervisor and User Services Manager
- Assisting with consumable stocks as required
- Supporting networked printers across campus
- Maintaining University-owned equipment as required by Helpdesk Supervisor
- Support for student internet access
- Assisting with hardware and software installations
- Maintaining Helpdesk procedures and keeping web based information up to date

- Fully supporting all change management initiatives to improve service offering to both staff and students
- Assisting with a range of mobile device queries from staff and students
- Weekend coverage for Open Days and other key events as required
- Out of hours support on a rota basis, if required

The person appointed will be required to undertake such other duties as may, from time to time, be allocated by the User Services Manager or Director of ITS.

General Information

It is anticipated that this job description will change over time in accordance with the needs of the role. The role holder will be fully consulted on any proposed amendments.

CONDITIONS OF SERVICE

The appointment will be made at Grade 4, currently £19,850 to £20,989 per annum and annual incremental progression within this range. An upper range of £21,585 to £22,214 per annum will be available (again with incremental progression) to those who, having gained considerable experience relevant to the role, are able to demonstrate added value through activities or contribution which are over and above the normal expectations for the role. Starting salary will be dependent upon qualifications and experience. Salary is paid monthly in arrears by direct credit transfer on the last working day of each month.

Your normal centre of duty will be the King Alfred Campus in Winchester. However, you may be required to work in any part or department of the University as otherwise required for the due performance of your duties and responsibilities.

Normal hours of work will be 37 per week, to be worked between the hours of 8.30am and 5.30pm, Monday to Friday, by agreement with your Line Manager. You may be required to work outside these hours to support evening and weekend activities or events, or when other circumstances arise.

The appointment will, in an appropriate case, be subject to a probationary period of 6 months.

The annual leave year runs from 1 August to 31 July. Holiday entitlement is 21 days per annum, plus Bank holidays and two extra statutory days. A proportion of the entitlement is allowed pro rata for part-time staff working less than five days per week and/or not throughout the year, and for all support staff during first leave year at the University.

Holiday entitlement is increased by five days on completing five years' service prior to the commencement of a leave year on 1 August.

Other terms and conditions of employment appropriate to this post and grade apply in addition to those referred to in this statement. The list of benefits includes Pension Scheme, Sick Pay Scheme, Maternity and Paternity leave and pay (subject to eligibility). Details are contained in the Statement of Principle Terms and Conditions of Employment issued on appointment, the Staff Handbook and other documents referred to therein.

Helpdesk Uniform and Dress Code

The Helpdesk (Supervisor, Tech Support, Helpdesk Assistant and Student Helpers) are in the front line of customer support. There is a need for the team to be easily recognisable as staff, to make customers feel comfortable when being visited in their offices or Halls of Residence and to create a professional appearance at all times. To maintain this standard, Helpdesk staff are required to abide by the following uniform and dress code whilst on duty.

- Staff should maintain a smart, clean appearance, in line with the requirements of their role.
- A branded polo shirt or sweatshirt (weather determinant) should be worn at all times and clearly visible, with no outer garments other than an outdoor jacket/coat if outdoors. Colours are dark blue as specified by User Services Manager.
- When an outdoor jacket/coat is worn, an ID badge must be clearly visible on a lanyard worn outside the coat or jacket.
- Skirts and shorts (of an appropriate length), along with trousers and jeans, should be smart, tidy and clean, with the sole exception of when staff are requested to work in difficult conditions. It is understood that on these days staff may elect to wear lower garments more appropriate for the job in hand, but should still be considered as suitable attire for the purpose and the environment. It should be noted, though, that this should not be used as an excuse for lower standards at other times.
- Staff will be provided with a sufficient quantity of polo shirts to allow for one to be used on each work day of the week. Staff will also be provided with a sweatshirt (unless on a temporary contract for a short summer period). Student Helpers are requested to return their uniform when they leave the Helpdesk so that those items in good order can be recycled.

APPLICATION INFORMATION

Applications should be made online at www.winchester.ac.uk. Please note that posts close at midnight on the date stated. CVs and late applications will not be accepted.

We delight in diversity in our workforce and seek those that share this value

PERSON SPECIFICATION

Each attribute is marked as essential for the post, or desirable. The last two columns on the Person Specification (labelled A and I) indicate how each attribute is assessed.

A = application form, I = interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	A	I
<u>EDUCATION/TRAINING</u>				
Educated to A level standard or equivalent	X		X	
IT Qualification		X	X	
<u>EXPERIENCE</u>				
Working in a customer facing role	X		X	X
Experience of an IT environment	X		X	X
Experience of working in a support role		X	X	X
<u>KNOWLEDGE</u>				
Windows platform	X		X	X
Apple Mac platform		X		X
Understanding of Microsoft software	X		X	X
Understanding of Apple software		X		X
Understanding of networks		X		X
Understanding of mobile devices		X	X	X
<u>SKILLS/ABILITIES</u>				
Excellent communication skills both verbal and written	X		X	X
Excellent organisational and administrative skills	X			X
Ability to use initiative	X			X
Customer focussed	X		X	X

ATTRIBUTES	ESSENTIAL	DESIRABLE	A	I
<u>PERSONALITY</u>				
Enthusiastic, flexible and responsive to work tasks	X			X
Keen to learn and share knowledge	X			X
Team player	X			X
Reliable	X			X
<u>OTHER</u>				
Manual handling of computer equipment	X			X

FURTHER INFORMATION

FURTHER INFORMATION

Health & Safety

Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the University on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

Copies of the University Safety Policy can be found on the University Intranet.

Sustainable Development

All employees are expected to act in accordance with the Sustainable Development Policy and Environment Strategy. In the course of your duties, you should seek to minimise any detrimental impact on the environment and take specific action as appropriate within the remit of your post.

Facilities

Staff catering facilities are available.

West Downs Day Nursery - is situated within the grounds of The University of Winchester. The nursery offers care for children from the age of six weeks to five years in a stimulating and homely environment. The nursery provides 62 places each day from 7.30am to 6.15pm on a full time or sessional basis. The opening times are designed to accommodate the working parent who may wish to continue their career. Further details are available from the Human Resources Department.

Sports and Fitness facilities are available, these include the University Gym, Sports Hall and our outdoor Multi-Use Games area for Tennis, Basketball, Football and Badminton to name a few. At our Bar End facility we have an Athletics Track and All-Weather Pitch. Also on offer is our Fitness & Wellbeing class timetable, which is complementary to all Gym Pass holders.

Our values

We are a community committed to making a difference, passionate about seeing individuals and communities flourish.

Our values of Compassion, Individuals Matter and Spirituality shape how we do this and why – we believe academic freedom leads to big ideas which in turn lead to social justice and creativity for a better world.

Compassion

Conscious of the kinship that exists between all life, we seek to nurture compassion and embody social justice for people, animals and the planet. This is a supportive, caring and safe place to work and study. Staff and students will be supported to flourish, encouraged to help others and empowered to make a difference in the world. We seek to challenge and nurture in all staff and students a love and value for all life and the planet. Staff are empowered to change the world for the better, challenge convention with compassion and stand up for what they believe to be true.

Individuals Matter

We are passionate about seeing individuals flourish here. The dignity and wellbeing of individuals is important as are their opinions and views. We are committed to working globally to ensure equality and justice for all. Everyone is welcome here. Staff and students will learn to value and appreciate others, whoever they are and whatever their

background. You will be listened to; your opinions count. Together, we will be supported and challenged to reach our full potential. Our staff and students are nurtured to embrace equality, diversity and inclusivity to the full. Staff and students are supported to fight for integrity and justice in a world of compromises and prejudice.

Spirituality

We celebrate our Anglican Christian foundation and welcome people of all faiths and none. We believe that everyone expresses their spirituality through a unique collage of values, disciplines and practices. Working and studying here will give you a chance to experience and reflect on the creativity, beauty and compassion in life – together, we aim to explore the mystery of life and grow in wisdom and love.

Our passion is to see staff and students grow as a whole person. It is safe to try new things here, to stand up for what you believe in. You will be supported to engage with the big and deep questions of life, to bring about change and really make a difference. We seek to challenge and develop staff and students' thinking, enabling them to develop in wisdom for a fulfilling life as well as the knowledge they need for a successful career. Our staff and students will have the resilience and resourcefulness to seize the opportunities and face the challenges of life.

Mission Statement;

'To educate, to advance knowledge and to serve the public good'

The University vision:

The University of Winchester is a university on a human scale, with a principal emphasis on the personal creativity and development of its students and its staff.

Through its teaching, research and professional practice, the University will be an outward facing and permeable organisation, welcoming outside influences and fully engaging with society locally and regionally, nationally and internationally. It will provide a high quality university education, responsive to the intellectual, personal and professional needs of its members and the wider community.

The University seeks to serve the spiritual and ethical needs of its students, building moral and global awareness. Our Church foundation is reflected also in strong support offered to students from backgrounds not traditionally associated with higher education. The University will ensure that its courses are accessible to all those who have the potential to benefit from them, regardless of their social, economic, ethnic or religious background.

As a twenty-first century institution which provides a progressive and challenging higher education experience and which forms a crucible for the generation and transfer of knowledge, we have high expectations of both staff and students. The professionalism of staff is reflected in integrity, objectivity and competence. Students' time at the University will provide them with a justified confidence in their abilities and the strength to stand up for what they believe to be true.