

Junior IT Support Desk Advisor

Job Description

The Role

Job title:	Junior IT Support Desk Advisor
Department:	Digital Innovation
Responsible to:	Digital Operations Manager
Location:	Royal Agricultural University, Cirencester
Salary:	Grade 3 £21,253.50 to £23,144.10
Term:	35 hours per week, Permanent; June 2024 start
Relationships with:	Staff, students, visitors and suppliers

Purpose

Digital Operations at the RAU brings together Library and IT support expertise to contribute to the development of digital innovation across the University by the enabling of academic staff, the enrichment of curriculum and of both face-to-face and distance learning.

The Service Desk team provides software, systems and hardware support to staff, students and other users. This person will be an important member of the team undertaking support activities as directed and working directly with users to provide IT support and escalate issues to enable resolution.

This is a developmental role with the expectation that the incumbent will develop the understanding and skills of an IT Service Desk professional.

Key Responsibilities

1. Undertake first-line triage of user issues, providing fix at source, when possible, or escalating the issue to IT Support Desk Analysts.
2. Provide first-line IT and lecture room support to end users, for both hardware and software related issues, both in person and remotely by MS Teams, telephone and email, using remote-access tools where appropriate. Elevate unresolved issues to IT Support Desk Analysts or Digital Architecture Team when necessary.
3. Log incoming Service Desk tasks and requests for assistance.

4. Undertake routine checks on systems and services to ensure they are fit-for-purpose, escalating issues as appropriate
5. Support colleagues in resolving technical issues relating to the Library and other digital teaching and learning resources.
6. Provide desk cover on behalf of the Digital Operations team, providing IT and Library support
7. Undertake routine operational tasks, such as user management, printer maintenance, etc.
8. Undertake, as directed, the installation and updating of application and systems software
9. Undertake, as directed, the installation and configuration of hardware including, but not limited to, computers, mobile devices, printers and other end-user equipment.
10. Keep up to date with developments in the field within the institution and across the sector and contribute to the dissemination of innovations and good practice.
11. Work collaboratively with other departments and the wider University community to facilitate the exchange of knowledge and information.
12. Work with IT Support Desk Analysts and where appropriate, the Digital Architecture Team, to understand and adopt delivery processes
13. Work outside of standard hours if needed to meet departmental deadlines.
14. Undertake on-going personal and professional-based development, ensuring skills and knowledge are up to date so that the role is performed to the required level.
15. Carry out such other tasks as may be requested by the Digital Operations Manager and the Director of Digital Innovation.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
Good standard of education to A level or equivalent	E	A
Professional qualifications in IT (e.g. Microsoft certification)	D	A
Knowledge, Experience and Skills:		
Experience of working in a customer-facing support environment	D	A, B
Experience of supporting Windows OS, MS Office and desktop applications, both in person and using remote access support tools	D	A, B
Experience of installing, upgrading and troubleshooting laptops, PCs, printers and other end-user equipment	D	A, B
Excellent customer service skills, demonstrating a customer-orientated approach to work	E	A, B
Excellent interpersonal and communication skills, written and verbal, at all levels with good listening and questioning skills	E	A, B
Ability to plan and organise work effectively and to work under pressure when required in order to meet deadlines; able to work on own initiative and as part of a wider team	E	A, B
An excellent understanding of IT concepts	E	A, B
Understanding of library operations	D	A
Willingness to work outside of standard hours when required	E	A, B

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.

- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Susan Baker-Digital Operations Manager Susan.Baker@rau.ac.uk
- **Closing date:** 14 April 2024 with **Interviews on:** 26 April 2024: **Start date June 2024**
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level