Digital Support Advisor – Job Description

The Role

Job title: Digital Support Advisor

Department: Digital Innovation

Responsible to: Digital Operations Manager

Location: Royal Agricultural University, Cirencester

Salary: Grade 4: £20,092 - £23,487

Term: Full-time, permanent

Relationships with: Staff, students and visitors

We have a number of different ways to work flexibly, so at your interview feel free to talk about what flexibility means to you. There are no guarantees, however, examples of how our employee already work flexibly include part-time, job share, hybrid-working and compressed hours.

Role Purpose

Support the provision of a high-quality, effective and efficient digital experience to the wider University community, logging incidents and requests for assistance in accordance with defined Service Level Agreements (SLAs) and service level targets. Provide first-line support to customers, colleagues and students by facilitating access to information and where appropriate, resolving issues in person or by using remote access software and referring issues to a senior colleague when appropriate. Elevate unresolved issues to second line support when necessary. As directed, undertake a range of duties to ensure the smooth functioning of the RAU's digital systems, including working with IT hardware, software, networks and consumables. Provide a high standard of customer care.

Key Responsibilities

1. Provide first-line IT support to end users, for both hardware and software related issues in accordance with skill set. Support users in person and remotely by MS Teams, telephone and email, using remote-access tools where appropriate. Seek support as required and elevate unresolved issues to second-line support when necessary.

2. Log incoming Service Desk tasks and requests for assistance.

3. Support colleagues in resolving technical issues relating to the Library and other digital teaching and learning resources.

4. Work closely with colleagues to provide advice and guidance to ensure appropriate digital resources are available to students and staff.

5. Undertake routine operational tasks, such as user management, printer maintenance, etc.

6. Undertake the installation and updating of application and systems software.

7. Undertake the installation and configuration of hardware including, but not limited to, computers, mobile devices, printers and other end-user equipment.

8. Maintain operational processes and documentation, e.g. asset management, user management procedures.

9. Keep up-to-date with developments in the field within the institution and across the sector and disseminate innovations and good practice.

10. Support the promotion and development of digital services across the University, including the production of user guides and providing in-person or remote training sessions as required.

11. Work collaboratively with other departments and the wider University community to facilitate the exchange of knowledge and information.

12. Work outside of standard hours if needed to meet departmental deadlines.

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.

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
Educated to graduate level	D	A
Professional qualifications in IT (e.g. Microsoft certification)	D	A
Experience		
Experience of working in a customer-facing support environment	E	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
Skills		
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

Reviewed December 2021

Application Procedure

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

- University [Professional Services 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

- **Closing date**: 30th January 2022 with **Interviews on:** 9th February 2022.

- 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