UNIVERSITY OF
LEADING
THE WAY
WESTMINSTER⌗

JOB DESCRIPTION

NOTE: *This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.*

JOB TITLE:	Senior End User Support Technician
REPORTS TO:	Deputy Team Lead: End User Support
DEPARTMENT:	Information Systems and Support (ISS)
GRADE:	NG5

PURPOSE

Provide excellent customer service to end users in the delivery of support and guidance across device, application and Audio-Visual technologies in line with service level agreements.

Seek out opportunities to improve the services provided and put these forward for consideration within the ISS service improvement process.

Be an active member of the ISS department, promoting our services, supporting colleagues and helping to continually improve cross-team working.

PRINCIPAL ACCOUNTABILITIES

1. In line with agreed processes, ensure effective incident and service request management, by the logging, assigning and updating of tickets, responding and resolving these within agreed service levels, escalating incidents and service requests that cannot be resolved in a timely fashion.

2. Ensure the smooth running of teaching and other events by carrying out regular checks on AV and IT equipment, responding efficiently to AV Emergency requests. Provide on-hand AV support for bookable University or commercial events, to ensure these are successful.

3. Undertake and test the deployment of hardware and software to ensure that users are set up and able to use IT equipment effectively; undertake testing of equipment deployed by third parties where necessary to ensure it meets agreed specification and configuration.

4. Work with third-party support partners to ensure tasks escalated to them are communicated effectively, co-ordinating activities as needed with other teams within and beyond the department and ensuring corresponding incidents and service requests are managed to a satisfactory outcome for the end-user.

5. Plan, co-ordinate and/or carry out the installation or removal of hardware equipment, including desktop, mobile, print, telephony, AV equipment and other IT peripheral equipment in line with agreed processes and within the remit of the team or in support of project work.

6. Undertake asset management in line with documented processes, including the day-to-day recording, updating and tracking of ISS assets; regularly review levels of IT assets to ensure accuracy and availability of stock, making requests for new orders in a timely fashion and ensuring the safety and security of the asset whilst in storage.

7. Actively populate, develop and utilise the ISS Knowledge Bases to enable the efficient delivery of support for ISS services.

8. Provide advice and guidance over the phone, face-to-face and online to allow staff and students to make the most effective use of ISS Systems and Services, acting as a source of expertise for more junior members, and highlighting opportunities to ISS Business Relationship Managers that would improve service to end users.

9. Work with junior team members and others to share knowledge, provide coaching support, develop capabilities and cross-team understanding.

10. Work with other operational teams to gather information, undertake service monitoring and assist in the remediation of incidents and service requests. Make contributions in the development of test plans and test scripts and perform test execution as required.

11. Provide Service Desk or operation team assistance where required due to increased demand.

12. Deputise for and undertake any other reasonable duties as required by the Deputy Team Lead: End User Support.

CONTEXT

Information Systems and Support (ISS) delivers a comprehensive portfolio of IT services to the University's user community of ~20,000 staff and students across a number of sites in the West End of London and Harrow. The department is structured along three service areas: IT Operations: responsible for the running of the live environment; IT Developments: responsible for technological innovation; and Digital Transformation: responsible for defining and delivering the portfolio of work.

The End User Support Team works across all sites in the University, with a mixture of Technicians and Senior Technicians supporting both staff and students in their interactions with the IT estate.

DIMENSIONS

Staffing: The post holder will be involved in offering advice to colleagues but will not have formal supervisory responsibilities.

Budgets: The post holder will not have any budgetary responsibility.

Hours: The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder may be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location: The post holder will need to work across all University sites.

Professional Development: The University of Westminster is committed to continuous professional development, and the post-holder will be encouraged to participate in professional activities and to develop new skills where necessary.

Health and Safety: The post holder is required to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
Qualifications	Educated to degree-level qualification and/or equivalent experience ITIL qualified [minimum Foundation level]	A relevant customer support/service qualification A relevant health and safety qualification such as manual handling/working at heights
Training and Experience	Significant demonstrable experience of delivering excellent customer service in IT provision Demonstrable experience of Windows and Mac device and operating systems support Demonstrable experience of supporting a range of corporate and/or teaching applications Demonstrable experience of supporting enterprise Audio-Visual equipment Demonstrable understanding of providing device management support Experience of asset management systems and processes Experience of mobile device management technologies Experience of contributing to ongoing service improvement initiatives Sound understanding of ITIL processes including Incident, Request Fulfilment, Problem and Change Management.	

	Demonstrable experience of service delivery in line with service level agreements: understanding of effective ticket management	
	Experience of working in a project focused environment incorporating standard practices and procedures	
	Understanding of good manual handling techniques	
Aptitudes and Abilities	Ability to work effectively both as a member of a team and independently	
	Ability to clearly articulate technical concepts to non-technical audiences	
	Ability to work to objectives and agreed service levels, often in a rapidly changing and sometimes pressured environment	
	A positive attitude to delivering good quality service including the ability to motivate yourself and others	
	Take pride in the service delivered, identifying opportunities for improvement, and work with others to realise their benefits	
	A structured approach to problem solving, taking into account the needs of the situation, priorities and any constraints	
	Ability to work with customers across the University to ensure they	

	receive a positive experience of ISS
	Effective written and oral communication skills
	Desire to learn, expanding knowledge and developing self to exploit future opportunities
	Ability to coach others to share knowledge, provide support, develop capabilities and cross-team understanding
Personal Attributes	Methodical, calm and clear-thinking under pressure
	Flexibility to work out of hours on occasion to meet user or service expectations
	Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable

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