

Job advert

IT Support Technician

Full-time with the possibility of flexible working

Context

INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver guaranteed progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner University are equal shareholders.

Requirements

This role will provide customer focused IT support to all employees and students within the INTO Centre, providing software, hardware and user support for a variety of IT systems used across the Centre, the post holder will be required to ensure that all IT and audio visual equipment in teaching rooms is maintained to effectively support learning and teaching. The post holder will also contribute to the development of IT systems and procedures and support the development of IT learning resources within the Centre. The post holder will work closely with the IT department at UEA and the IT team based at our head office in Brighton to ensure a collaborative service to students and staff.

Working hours can be flexible and worked around teaching in the Centre.

Candidates should be able to demonstrate the following:

- HND or equivalent in computing or an appropriate equivalent careers qualification;
- Experience of front line IT support;
- The ability to communicate problems and solutions clearly and effectively in addition to excellent team work and interpersonal skills.
- Familiarisation with the installation and maintenance of software, hardware and AV systems;
- Good experience of working with Windows packages;
- Excellent command of spoken English in relation to both native and non-native speakers of English;
- Willingness to learn about the university network;
- Ability to contribute towards the IT strategy of the Centre and IT budget planning;
- Previous experience of working in a similar role in an education environment would be an advantage.

Salary

Circa £19,000 pro rata depending on skills and experience
(Salary Band : £18,575 - £24,494)

Application Process

If you feel you have the necessary skills, experience and interest for this post, please download the application form from our website <http://into-corporate.com/jobs> and return with a covering letter stating why you are interested in working for INTO University of East Anglia, to: intouea.recruitment@intoglobal.com

Closing Date for applications is 17th October 2021

For further details, a full job description and a copy of our Candidate Privacy Notice see <https://intoglobal.com/jobs>

Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

For further details and a full job description see <http://www.intohigher.com/jobs>

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people, and child protection screening will apply.

www.into.uk.com

INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving.

To find out more please visit www.into-giving.com.

Job description

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Reporting line

The Facilities Manager.

Job dimensions

To provide an outward facing technical support service across the Centre. To work within the University and INTO IT strategy and agreed guidelines to provide technical assistance and support to INTO UEA staff and students with IT hardware and software. Liaising with internal and external stakeholders and IT providers. Duties will be varied and include hardware and software installation and configuration, peripheral installation and assistance with the use of commonly used office IT applications.

Key accountabilities and duties

- Provide first level technical support for all users; teaching staff, support staff, students and visitors. Contribute to enhancing the learning and administrative functions of the Centre.
- Contribute to the development of IT systems and processes within the Centre.
- Hardware installation, including setting-up, testing, delivering and installing PCs, peripherals and AV equipment.
- Hardware fault diagnosis, including identifying the causes of faults, replacing faulty components when out of warranty and contacting maintenance engineers when machines are under manufacturer warranty.
- Installation of network adapters – registration and connection of the PC to the University Data Network.
- Software installation and upgrades – predominantly for Microsoft operating systems, Microsoft Office Professional, UEA Network Services Packages (NSP), anti-virus software, and installation of specialist packages.
- Support investigation and advice on appropriate specialist technological solutions to meet user requirements.
- In co-ordination with the Centre Management Accountant, be responsible for PCI Security Standards Council compliance.
- Assist in the maintenance and usage of the Centre's CCTV, telephony and printing systems.
- Installation and support for peripherals – e.g. printers, scanners, digital cameras and other storage and backup devices, DVD drives, CD writers etc.
- Responsible for maintaining an inventory of IT equipment belonging to the INTO Centre and ensuring it is stored in a secure environment.
- Maintain records – entering details of work carried out, progress trail etc., into the call logging system, create records of new equipment installed, update asset register and maintain licence records.

- Providing prompt and regular feedback to users – ensuring that users are informed of progress when problems are being investigated and are given basic instructions when new hardware or software is installed
- Testing of software and hardware for new developments/desktops.
- In co-ordination with the Centre Management Accountant and the Programme Managers, be responsible for IT budget and the purchasing of IT equipment for the Centre.
- Receipt of IT equipment - arrangement for returns and warranty claims.

Support and Training duties

- Provide one to one and group training to both staff and students on the use of a range of Office productivity tools in Microsoft Office and the use of core central systems, including email and file store.
- Training development - work with ISD (information Service Directorate UEA) staff to develop drop in IT skills training sessions as appropriate.
- Training audit - collate the training needs for the Centre, feeding user training requirements into the wider staff training planning process liaising with the Head of Academic Development.
- Testing, upgrades and roll out - occasional testing of upgrades and new software versions, authoring end user documentation to assist users through transition.
- Support teachers in producing outstanding lessons with IT resources.
- When required, have a presence in teaching spaces to assist teaching staff in using IT resources and equipment.
- At certain times of the academic year some afternoons, evening and weekend work may be required as part of this role and a flexible approach to working hours will be expected.
- **Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request;**
- **We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

Location

INTO UEA

Salary

Band B

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Person specification

| | Essential | Desirable |
|---------------------------------|--|---|
| Legal Status | <ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • Eligibility to work in and travel freely to and from the UK, e.g. valid UK passport. | |
| Education/Qualifications | <ul style="list-style-type: none"> • HND in computing or equivalent. | |
| Skills/Knowledge | <ul style="list-style-type: none"> • Ability to communicate clearly and effectively to all employees and students. • Confident telephone manner and face to face communication. • Excellent command of written and spoken English. • Knowledge of Active Directory, anti-virus software, network configuration, email software and internet browsers. • Experience in Windows operating systems. • Knowledge of AV equipment with the ability to advise and assist others. • Installation and troubleshooting of workstations and peripherals. • Good working knowledge of IT hardware • Ability to build relationships with people at all levels i.e. peers, senior managers, University stakeholders. • Warm empathetic style. • The ability to prioritise, meet deadlines, work under pressure and, when necessary, with minimal resources. • The ability to work flexibly as part of a team and use own initiative. • Ability to work alone with minimal supervision. • Experience in front line IT support. • Problem solving and ability to diagnose and repair minor faults. • Committed and responsible for promoting and safeguarding the welfare of children and young adults. | <ul style="list-style-type: none"> • Technical knowledge of multi-user IT systems within a user setting. • Understanding networked computer systems. • AppSense • SCCM • Previous working experience in an educational setting |