Desktop Support Officer

University for the Creative Arts

School/Department:	Information & Digital Services
Grade:	6
Reports to:	Campus IDS Manager
Responsible for:	N/A

Job Summary and Purpose:	The Desktop Support Officer is an IT support role working within the Information and Digital Service department. The role provides IT support for staff, students, partners, and visitors at the University for the Creative Arts.
	The Desktop Officer is responsible for resolving support requests and incidents and actively participating in new service delivery projects. Consistently meeting customer requirements and continuingly working to improve service is critical to the success of the role.
	IT staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, in person (for walk-in customers) and via our self-service portal.

01   MAIN DUTIES

This professional role will encompass all the following, but the balance of duties and responsibilities will be determined in agreement with your line manager and the principles of the stated job purpose.

1.1   General Duties

1.1.1.   Working within the local campus support team, ensure the delivery of a range of services by utilising industry standard service management processes.

1.1.2.   Support the IDS Campus Manager, implementing and supervising day to day operations, ensuring all incident and service requests are diagnosed and managed to completion.

1.1.3.   Responsible for the administration of, operation of, and the use of, a wide range of technical platforms and devices that support both professional services and academic schools.

1.1.4.   Working under the direction of the IDS Campus Manager, with responsibility for supervising the deployment of computing equipment within the campus in line with University requirements.

1.1.5.   To self-appraise your performance and make suggestions to the IDS Campus Manager about potential continuous professional development activities in accordance with HR procedures and policies at regular intervals through the academic year.

1.1.6.   Support the IDS Campus Manager in providing system administration for Windows & Apple hardware, software applications, telephony systems and reprographics facilities.

1.1.7.   Work under the direction of the IDS Campus Manager, supporting the Deployment teams by implementing pre-defined configurations, installing or upgrading operating systems, and applications, to align with the business / teaching and learning needs of the University within agreed policies and procedures.

1.1.8.   Responsible for establishing, developing and maintaining excellent working relationships with professional services and academic staff on campus to enhance the local campus support experience for staff and students.

02   DUTIES OF ALL STAFF

2.1   To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.

2.2   Maintain and promote health, safety & wellbeing awareness, and commitment within the framework of the University's Health, Safety & Wellbeing policy.

2.3   Take responsibility for health and safety of yourself and others in carrying out the duties of the role.

2.4   To promote equality, diversity and inclusion in your performance of your duties.

2.5   Undertake any other work and hours of work as required to commensurate with the level and responsibility of the post.

2.6   To actively participate in learning and development to meet the requirements of your role and the University.

03   SELECTION MATRIX

	Essential	Desirable	Used to shortlist
Qualifications			
1. ITIL foundation certificate or equivalent qualification/experience		✖	
2. MCDST (Microsoft Certified Desktop Support Technician) or equivalent qualification/experience		✖	
3. Apple Certified Mac Technician (ACMT) or equivalent qualification/experience		✖	
Knowledge & Experience			
4. Demonstrate a strong customer service ethos with experience of working in a customer facing technical support role in a Windows and Mac Desktop environment	✖		✖
5. Demonstrable experience and knowledge of Service Desk software, Microsoft Desktop OS, Apple Mac Desktop OS and relevant technologies, desktop & laptop, mobile devices, hardware and software applications such as email and Microsoft Office	✖		✖
6. Demonstrate strong verbal and written communication skills to suit email, telephone and face to face contacts and application vendors at a technical level	✖		✖
7. Demonstrates experience and working knowledge of networks, remote support tools and software deployment tools		✖	
8. Demonstrates experience of an ability to troubleshoot, analyse and diagnose technical problems	✖		✖
9. Proven knowledge or demonstrable understanding of the Higher Education sector and general administration		✖	

Personal Attributes and Behaviours

10. Ability to work under pressure in a fast-changing environment, creating realistic plans to manage and prioritise own workload to meet deadlines	✖	
11. Works in a supportive way, collaborates with colleagues within and across departments to solve problems and innovate	✖	✖

Does the role require a DBS? Yes/ **NO**

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