UNIVERSITY OF WEST LONDON
The Career University

Job Description

Job title	Support Engineer
School / department	IT Services
Grade	5
Line manager	Support Team Leader
Responsible for	No direct reports

Main purpose of the job

The Support Engineers will be responsible for the delivery of effective and efficient first- and second- line support for the whole portfolio of IT services to UWL's user community, including staff, students, external hire users, visitors, alumni, the local community, and at UWL events and Open Days.

To take responsibility for health and safety, data protection and information Security within the remit of this role, in accordance with UWL policy and by communicating concerns in a timely manner.

Key areas of responsibility

DUTIES & RESPONSIBILITIES:

Strategic

a) To support the Support Team Leader(s) in the realisation of the University's Information Technology Strategy.
b) To follow and be an advocate of the IT Services Customer Charter

Operational Responsibility / Service Delivery

a) To provide first and second-line support to all users of the University's IT services, including staff, students, external hire users, visitors, alumni, the local community, in accordance with service level targets as set from time to time by the Customer Experience Manager.
b) To provide first and second-line support services for the University's portfolio of activities, including teaching (classroom and lecture theatre support), research, administration, events, open days, PC labs, personal or social learning.
c) Provide proactive IT support, installation and maintenance service (hardware and software), telephony, network and audio-visual systems to defined standards and procedures both on and off site, ensuring KPIs are met. For example, if you see a user struggling with IT, offer to help them and do not wait for them to seek assistance.
d) Assist colleagues in other services (such as in Library Services, Student Services and Property Services) to provide an excellent support for students.
e) Participate in resourcing the IT Service Desk as required. Provide advice and guidance to first-line support colleagues and to provide cover to this area when required.
f) Receive incident reports and service requests from a variety of sources (e.g. in person, by telephone, email, text, Twitter, Skype for Business, web, from the Service Desk tool or via automated alerts) and ensure that all service requests, incidents and problems are logged,

categorised, analysed, allocated, tracked, escalated, resolved and closed within defined processes and parameters.

g) Using software tools such as Skype for Business and Bomgar, to provide remote support to users wherever they may be.

h) Where necessary, to liaise with or pass the job to other colleagues inside and beyond IT Services; or to flag a particular issue to the Support Team Leader, for onward escalation.

i) Provide effective communication within IT Services and with other University groups and individuals in the process of resolving of incidents and service requests. Always maintaining a professional approach with "can do" attitude.

j) To ensure that all IT equipment and software is appropriately asset tagged and asset managed in accordance with policy

k) Auditing of hardware and software and the annual consolidation and reporting on such audits

l) To ensure that any obsolete/redundant IT equipment is disposed of securely in line with any policy and in accordance with legislation (i.e. Data Protection/WEEE Directive)

m) To ensure that relevant documentation and/or training material, including FAQs, how-to and self-help guides, video clips is reviewed and current; and is available on the Knowledge Base to aid support and user self-service.

n) Proactively identify improvements to processes and procedures to reduce manual activity and reduce lead times, including the identification of tools for adoption.

o) Be aware of information security and the need to protect data at all times and pro-actively seek to resolve issues as they arise, as a priority, including the escalation and mitigation of risks to service.

p) You will be required to work from any other University campus and expected to travel to remote sites including student residences, partner institutions and, occasionally, staff working at home.

q) You will be required to wear a branded and recognisable top, which will be provided, and appropriate health and safety-related equipment which may be required from time to time.

r) You will be required to carry a mobile phone and be contactable at reasonable times.

s) To work on an extended working day shift basis and on a rota or be on call and it may be necessary to work extra hours to finish a job, which may include some unsocial hours and weekends (see **Note 1**).

General Responsibility

a) To remain cognisant of and comply with all relevant University policy, regulations and procedures, which may vary from time to time.

b) As well as the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.

Note 1: Working hours – shifts are allocated on a rota basis in accordance with the defined IT Services – Service Hours. Support staff are expected to work flexibly to cover an extended working period. Hours may be further extended to cover Open Days, Enrolment and Induction, events and other activities. The rota operates to cover standard service hours from 08:00-20:30 Monday to Thursday, Friday 08:00 – 18:00 and from 09:00-18:00 on Saturdays.

Dimensions / back ground information

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Degree (preferably in a science or technical subject) or equivalent relevant work experience An appropriate qualification (MCSE/ACSP/LPIC/CompTIA A+) or equivalent professional experience	Foundation level qualification in IT Service Management (ITIL) Training in a recognised quality or customer care standard, e.g. Customer First, ISO9001, ISO20000
Knowledge and experience	Relevant experience of working in and providing support for an IT Service environment Excellent customer service skills Experience of providing first and second line support to a diverse range of users across a large portfolio of applications/services Good knowledge of end user systems, hardware, Operations Systems (Windows, OSX, iOS, Android etc), Active Directory and commonly used applications (including for example, Microsoft Office, Microsoft Office365, antivirus software, PDF workflow) Knowledge of PC deployment and management tools in an enterprise environment (e.g. domain user account management, Active Directory, GPOs, networked printing, software packaging, disk imaging) Experience of working to defined service levels, targets and key performance indicators Experience of working under pressure to resolve major IT	Experience of IT hardware and software asset management (D) Experience of working in a higher-education environment Experience of supporting Digital and Analogue Telephony Working Knowledge of audio-visual control and switching systems i.e. Crestron/AMX/Extron

	incidents and problems (i.e. affecting a large number of users, or across multiple sites) Good understanding of audio-visual signal transmission Relevant knowledge of Health and Safety issues Experience of writing user documentation Knowledge of current and emerging technologies Knowledge of ITIL Service Management processes and concepts	
Specific skills to the job	Excellent interpersonal, effective oral and written communication skills. Excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution Have a questioning style and understanding manner Able to remain calm and productive under pressure Organisation skills, ability to plan and to prioritise own work Analytical fault-finding skills Time management skills	
General skills	Flexible Ability to multi-task	

	Proven customer focus Problem solving skills	
Other	Self-motivated, dynamic with attention to detail Ability to use initiative within agreed parameters to identify opportunities for service improvement Commitment to lifelong learning Team worker with ability to work unsupervised Evidence to support a commitment to the promotion of equality and diversity Actively contribute to the delivery of the University's environmental strategy	
Disclosure and Barring Scheme	This post does not require a DBS check	

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.