

Job Description

Job title	Support Engineer
School / department	IT Services
Grade	5
Line manager	Support Team Leader

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, visitors, alumni, external users, the local community, and at UWL events and Open Days.

Key areas of responsibility

Strategic

- a) To support the Support Team Leader(s) in the realisation of the University's Information Technology Strategy.

Operational Responsibility/service delivery

- a) To provide first and second-line support to all users of the University's IT services, including staff, students, visitors, alumni, external users, and 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. 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 the Library, One Stop Shop) to provide an excellent service for students
- e) 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.
- f) Using software tools such as Skype for Business and Bomgar, to provide remote support to users wherever they may be.
- g) 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

- h) To communicate effectively with users, always maintaining a professional approach with “can do” attitude
- i) To ensure that all IT equipment and software is appropriately asset tagged and asset managed in accordance with policy
- j) To ensure that any obsolete/redundant IT equipment is disposed of securely in line with a policy and in accordance with legislation (i.e. Data Protection/WEEE Directive)
- k) To create or contribute to documentation and/or training material, including FAQs, how-to and self-help guides, video clips
- l) To work on an extended working day shift basis and on a rota, by agreement as may be required **(see Note 2)**.

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) Any other relevant duties as delegated by the Chief Information Officer.

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.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Note 1: a uniform may be required for this role

Note 2: working hours – in accordance with the IT Services – Service Hours and Staffing policy (September 2010), support staff are expected to work flexibly to cover an extended working period from 08:00-20:00 Monday to Friday and from 09:00-17:00 on Saturdays. Hours may be further extended to cover Open Days and other events which may also include Sundays. You must be able to travel to, and work from, all UWL Sites, when required. All working patterns will set by discussion and agreement with the staff involved, taking preferences and circumstances into account.

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	Foundation level qualification in IT Service Management (ITIL) Training/accreditation in IT engineering or computer service, e.g. CompTIA A+ Training in a recognised quality or customer care standard, e.g. Customer First, ISO9001, ISO20000
Knowledge and experience	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 Windows desktop operating systems and commonly used applications (including for example, Microsoft Office, Internet browsers, 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 incidents and problems (i.e. affecting a large number of users, or across multiple sites)	Experience of IT hardware and software asset management (D) Experience of working in a higher-education environment
Specific Skills	Excellent interpersonal and oral communications skills Have a questioning style and understanding manner	

	<p>Able to remain calm and productive under pressure</p> <p>Ability to plan and to prioritise own work</p>	
Other	<p>Self-motivated, dynamic with attention to detail</p> <p>Ability to use initiative within agreed parameters to identify opportunities for service improvement</p> <p>Evidence to support a commitment to the promotion of equality and diversity</p> <p>Actively contribute to the delivery of the University’s environmental strategy</p>	
Disclosure and Barring Scheme	This post does not require a DBS check	
<p>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.</p> <p>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.</p>		