

Technical support adviser

Role brief

Directorate	Strategy and corporate services
Team	Group infrastructure – service management
Base location	Harwell/Bristol
Grade	D
Job level	13
Job family	IT Infrastructure
Date	14 December 2016
Reports to	Service operations manager
Responsible for	N/A

1. Background

Jisc is the UK higher, further education and skills sectors' not-for-profit organisation for digital services and solutions.

We:

- Operate **shared digital infrastructure and services**
- Negotiate **sector-wide deals** with IT vendors and commercial publishers, and
- Provide trusted **advice and practical assistance** for universities, colleges and learning providers.

We operate Jisc as a single, conceptual organisation and provide easy-to-use, accessible corporate services and functions. We are responsible for: group infrastructure (IT and estates, including facilities), the strategic support unit, people services, governance, and legal and contracts.

Jisc's systems are built on a cloud first, class leading infrastructure that ensures that our staff have the systems they want, when and where they want them. We are developing our service management function to strengthen our internal and external customer service capability. This role will support the delivery of service management.

2. Purpose and scope

To manage the delivery of efficient and proactive service desk services to users of Jisc's IT and facilities services, and undertake administration, analysis, reporting, supplier liaison and record keeping required to underpin IT services.

To support, when appropriate, the IT engineers by providing additional technical support in the resolution of service desk tickets both incident and service request.

To support the financial management of group infrastructure through record keeping and reporting of IT supplier payment and invoicing.

The balance of duties between technical support and administrative/coordinating functions will be agreed with the post holder through dialogue with the senior IT engineer and service operations manager - based on ticket volumes, budget cycles and other factors affecting the operation of the service management function.

3. Key accountabilities and role outputs

Responsibilities will be expected to be developed and finalised over time and will include but will not be restricted to:

- Act as a first point of contact for IT and facilities queries made by email, telephone, in person or via the service desk system, providing technical information and advice on procedures to ensure first level queries are quickly resolved
- Ensure that all queries and requests are managed, monitored and progress-chased through the service desk system and that progress and closure are reported back to users to check satisfaction and user resolution
- Ensure sufficient resources are appropriately allocated to each query, taking account of time available, complexity of issue, other IT commitments taking place
- Liaise with all group infrastructure team members to ensure an effective response to user requests or queries and being the key point of contact in organising the team's resources against workload activities to ensure that deadlines and requirements are met
- Ensure arrangements are in place and implemented for communication with users in the event of serious IT or facilities issues – being the initial evaluator, able to recognise an potential incident, lead on communications with key staff across various sites and act as the co-ordination point for staff and IT colleagues
- Keep the IT services financial records, monitor budgets, investigate variances and provide reports to the IT senior managers as required
- Manage issuing, billing and recordkeeping for mobile phones, data cards and associated contracts
- Create relevant databases and filing systems to ensure accurate and up to date information is available relating to IT asset records, software licences, telephony to ensure that costs are managed, resources, are well used and the full suite of hardware and software is known, utilised and appropriately monitored
- Oversee and contribute to the preparation of current and relevant IT information for users in a variety of formats, including ownership of the IT pages of the Intranet, and to make recommendations for further development
- Provide administrative input for purchase of goods and services and liaise with suppliers as required – ensuring negotiation for best value takes place
- Following user feedback, identification of organisation requirements or changes in software; develop, organise and deliver training sessions for users on the use of IT based systems and processes
- Service team meetings including preparing minutes and papers and ensuring follow up actions
- Seek user feedback and analyse data to prepare reports on patterns and trends to enable service improvement; seeking opportunities for continuously improving Jisc's IT systems and service offering
- Be the first point of contact for complaints related to IT services
- Gather, analyse and present statistics related to service that lead to the identification, agreement and roll-out of IT service level agreements across the Jisc
- When appropriate provide additional technical support in the following areas: -
 - Laptop configuration including RSA and VPN software
 - Telephony
 - Office 365 support
 - Mac support & build
 - Remote support for home based workers
 - Other technical duties as required
- Contribute flexibly to team working to ensure that service objectives are met

4. Skills, knowledge and experience

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A good general standard of education, to A Level/NVQ3 or equivalent or significant work experience in a relevant role 	<ul style="list-style-type: none"> • Qualification involving the use of IT
Experience	<ul style="list-style-type: none"> • Experienced in working with specialised procedures • Proven ability to fault-find and problem-solve • Ability to train and support others in the effective use of technology • Considerable experience of working in an administrative role, including organising meetings/events, minute taking • Experience of keeping financial records and implementing procurement processes, involving significant expenditure, monitoring budgets and investigating variances • Experience of liaising with colleagues with different levels of seniority and technical knowledge • Experience of computers running Microsoft Windows 	<ul style="list-style-type: none"> • Experience of setting up and maintaining computer hardware and software • Experience of IT fault finding • Experience of use of a records management system
Knowledge	<ul style="list-style-type: none"> • Proficient in the use of Microsoft Office and web-based systems • Ability to understand technical systems and processes in order to provide first line support and guidance • Knowledge of strategies for ensuring the maintenance of accurate and detailed records and experience of implementation • Awareness of legal requirements related to IT systems 	
Skills	<ul style="list-style-type: none"> • Well-developed written and verbal communication skills, including preparing formal correspondence • Excellent interpersonal skills and a commitment to the provision of good customer service • Ability to analyse data and prepare reports • Ability to coordinate team work and projects, ensuring conflicting priorities are managed 	

- | | | |
|--|---|--|
| | <ul style="list-style-type: none"> • Ability to learn new skills quickly • Ability to think logically in order to solve problems and fault-find • Ability to sustain motivation and remain calm under pressure • Ability to take ownership of problems and seek long-term solutions, escalating when necessary • Ability to demonstrate a flexible and adaptable approach to work • Ability to liaise with suppliers to obtain best value | |
|--|---|--|

5. Key contacts

- Service operations manager
- Head of service management
- Director group infrastructure
- Facilities management, service management and finance colleagues
- Heads of Jisc corporate functions and senior managers and colleagues across the organisation
- Jisc partners and collaborators including commercial providers
- Suppliers / agencies and other bodies, commercial and non-commercial, relevant to the role and purpose of the Jisc group infrastructure team

Important additional information

The senior IT engineer will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Jisc is a geographically dispersed organisation there will be a requirement to travel to other sites in support of business delivery.