Job title	IT Support Assistant	Job family and level	Technical Services Level 3
School/ Department	Digital and Technology Services (DTS)	Location	University Park Campus

Purpose of role

Working as a member of the Digital Campus Services (DCS), the role holder will engage widely in supporting IT and Audio Visual (AV) technology for the core business areas of research, teaching and administration across the University of Nottingham.

DCS provide a distributed technical IT and AV support service for the UoN community, on all UK campuses to ensure that the IT and AV requirements of administrative and teaching activities across the university are met. The post holder will be assigned a regular office location but may be required to work at various supported sites within the university. There may also be a requirement for additional out of hour's work for which additional payments may be made accordingly

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Providing guidance and resolutions to IT and AV demand, predominantly from an assigned primary location. Providing a customer-focused service primarily to the schools within support zones. First contact resolution is a key aspect of the service. Duties will include: • Responding to 1st line support requests via telephone, email, in person and through the DTS call management system (currently Ivanti Service Manager) • Proactive logging, monitoring and updating of customer support requests in the DTS call management system • Installation and configuration of PC equipment (both hardware and software) • Proactive maintenance and support of installed AV solutions • Providing support to 2nd and 3rd line DTS support teams • Provide support and guidance to customers using both bespoke and university-wide software and systems • Provide advice and guidance to colleagues and customers, both remotely and in person, on the use of IT and AV technologies • Create, maintain, and provide documentation for use by colleagues, technical staff and customers • User account administration • Work with 3rd party suppliers and their support teams to diagnose faults and progress resolutions on behalf of customers. • Supporting the AV and PC Rolling Refurbishment schedules, with active participation in these replacement projects	60%

2	**Provide and support appropriate IT solutions that understand and meet the requirements of the University's diverse community, with heightened emphasis on research** • Working closely with colleagues to provide specialist support, guidance and tailored IT skills training, using DTS best practice as the basis	15%
3	**Direct and active contribution to the delivery of priority projects in Digital & Technology Services** • Direct and active contribution to continual development and improvement of operational services • Support for DTS projects (as required)	10%
4	**Direct and active promotion of University IT and AV services including;** • Data management, ensuring the safeguarding of intellectual property and business critical information • Advice on hardware and software purchasing • IT Security best practice and compliance • Software licensing advice and adherence • Effective use of teaching rooms and learning technologies • Promotion of DTS supported technologies, platforms and solutions • Collaboration with DTS colleagues to ensure best practice is applied	10%
5	**Keeping abreast of university and DTS developments, strategies and policies** • Developing technical and interpersonal skills with emphasis in an agreed area of expertise, focusing at times on skills appropriate to University initiatives. Maintaining a broad knowledge of new developments in the rapidly changing discipline of IT and AV technologies through personal study and experimentation.	5%
6	**Any other duties as appropriate to the role and level including out of hours oncall support where necessary.**	

Person specification

	Essential	Desirable
Skills	A broad interest in AV and IT technologies • Confident, professional and a polite manner • Enthusiastic and reliable • Excellent communication skills • Ability to work under pressure/make decisions • Ability to work independently/as part of a team • Accuracy and attention to detail • A keenness to develop technical skills across different disciplines **Technical/problem resolution skills developed in a large workplace environment, including:** • IT/AV troubleshooting and diagnostic skills • AV and Learning Technologies and associated products • Windows operating system support/deployment • Desktop imaging and configuration • Application installation/configuration • Advanced knowledge of PC and/or AV hardware configurations • Access management • Office productivity applications • Knowledge of security technologies • Understands basic networking technologies • Ability to communicate accurately and fluently at a very high level of English proficiency in both speech and writing to a diverse audience	Troubleshooting and problem resolution skills in: • App-V • SCCM • Active Directory • Other operating systems e.g. MacOS, iOS, Android, Linux • Windows Server • Database technologies • Echo360 products • Extron systems • ITIL Foundation/ Intermediate certification
Knowledge and experience	• Proven track record of delivering excellent Customer Service standards • Evidence of delivering both in person and remote support to a high standard in an IT and/or AV workplace • Proven track record of troubleshooting and problem resolution in a workplace environment • Experience of working both within a team environment and independently, and whilst under pressure to deliver solutions • Delivering end user guidance and/or training • Knowledge of ITIL principles	• Delivering presentations • Project management principles • Application of ITIL principles in a workplace environment • IT Security principles and Data Protection • Supporting video conference systems • Supporting Echo360 or lecture capture solution
Qualifications, certification and training	• Minimum of HNC in relevant subject, or equivalent qualifications, plus considerable work experience in a relevant role. **OR** Substantial work experience in a relevant role	• Degree level qualification. Relevant industry standard qualifications including MCSE, CTS, Comptia A+ • A valid UK driving licence

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

Taking ownership
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

Forward thinking
Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.

Professional pride
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

Always inclusive
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

Line manager

Group Leader DCS

Role holder

IT Support Assistant

Key stakeholder relationships

DCS teams | Staff | Students