|  |  |  |  |
| --- | --- | --- | --- |
| Role | IT Support Officer/ 1st/2nd line support | | |
| Standardised job description code | GENIT-01 | Grade | 6 |
| Role Purpose | | | |
| This role independently manages technical support operations within the department, providing expert assistance across hardware, software, and network systems. The postholder applies specialist knowledge to troubleshoot complex issues, maintain system integrity, and ensure compliance with data security protocols. They oversee small-scale projects, support decision-making through detailed data analysis and reporting, and drive continuous improvements in processes and user experience. In addition to resolving technical faults, they guide junior colleagues, maintain documentation, and contribute to broader IT initiatives aligned with University goals. | | | |
| Grade Descriptors | | | |
| [high level core purpose commensurate with grade descriptor] =not to be edited | | | |

|  |
| --- |
| * Independently resolve issues, demonstrating proactive problem-solving skills. |
| * Participate in collaborative decision-making processes, suggesting and implementing enhancements to existing procedures. |
| * Take ownership of the quality assurance within a designated area, establishing and refining protocols as necessary. |
| * Conduct detailed data analysis, producing concise reports and factual documentation to support informed decision-making. |
| * Ensure accuracy and relevance of information presented, for example, contributing to; building/supporting dashboards to monitor performance or areas for improvement, enquiries into systems failures, data integrity within systems for instance with regular checks/auditing. |
| * Manage discrete projects and resources. |
| * Apply expertise to address complex challenges, leveraging specialised skills and knowledge. |
| * Provide supervision and guidance to junior staff members within the team, fostering their professional development. |

|  |
| --- |
| **CORE RESPONSIBILITIES [high level work which applies to multiple employees]** |
| Guidance on what can be changed can be found in the Toolkit for Managers & HR  Changes to core responsibilities must be checked and verified at local HR level to ensure edits are appropriate and remain within grade descriptor boundaries described above |
| **TECHNICAL SUPPORT** |
| * Act as a point of contact for all staff/students seeking technical assistance within the department, providing exceptional customer service and timely responses to enquiries. |
| * Diagnose and resolve technical issues relating to hardware, software, networking and equipment and devices, making collaborative decisions with specialists or escalating where appropriate. |
| * Provide support for users of audio-visual (AV) equipment. |
| **IT SECURITY & COMPLIANCE** |
| * Assist with internal and external audits of various hardware and policies in accordance with changing security and compliance requirements. |
| * Ensure adherence to department and University wide policies regarding protection and security of data. |
| **SYSTEMS SUPPORT** |
| * Troubleshoot network connectivity issues to ensure reliable and secure network access for users |
| * Collaborate with network administrators to resolve complex network related problems. |
| * Responsible for the installation, configuration and upgrading of computers/devices and software applications, within agreed service standards. |
| * Provide supervision and/or a point of reference for less experienced team members for guidance and support. |
| **DOCUMENTATION & KNOWLEDGE SHARING** |
| * Maintain up-to-date documentation of technical procedures and processes, best practices and FAQ’s to create a knowledge base for colleagues/users. |
| * Run systems reports as required to inform decision-making for senior colleagues, providing support to departmental committees and working groups as required. |
| **PROJECTS** |
| * Participate in the planning and implementation of IT projects/initiatives, in alignment with the University strategic objectives. |
| * Participate in relevant forums/working groups to share information and exchange ideas on best practice. |
| * Keep abreast of support-related technical developments, e.g. new operating systems, new applications and tools relevant to core tasks. Maintain and develop personal skills profile. |
| * Foster positive and collaborative relationships with key suppliers, across IT Divisional staff and the University's central IT Services team to facilitate smooth IT operations. |
| Selection Criteria ESSENTIAL [defined by SJD] |
| * Degree level qualification, or equivalent experience acquired through a combination of vocational training and considerable on-the-job experience. * An understanding of computer hardware, software and networking. * Knowledge of relevant practices, procedures, systems and equipment within specialist are as required to advise others on their application and provide first line advice and guidance to customers/colleagues. * Good written and verbal communication skills and the ability to explain technical issues to non-specialists. * Good problem-solving skills and the ability the troubleshoot and resolve technical issues efficiently. |

|  |
| --- |
| Desirable |
| * Where applicable, experience of supervising the work of others. |

|  |  |
| --- | --- |
| Date |  |
| Edits to core responsibilities checked & verified against grade descriptor by {Departmental HR contact}: |  |