

Job description

IT Support Technician (London)

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

The UK IT Systems Team are responsible for the specification, implementation, support, management, and development of the UK student and staff focused IT systems and local infrastructure. Which provide an integrated technology, admissions, administration, finance, and accommodation management system for the UK centres' operations.

Reporting line

The role reports to the UK Systems Service and Integration Manager

Job purpose

The IT Support Technician (London) provides customer focused, first and second line technical support and helpdesk services. The principal responsibility is to support staff, students, and the technology in INTO's Middlesex Street site, but the role also provides support for other sites, online students and remote staff as part of the UK IT support provision. Duties will be varied and include operational support for hardware, software, audio visual classroom technology, operating systems, applications, and to contribute to the development of IT systems and procedures.

Key accountabilities and duties

- Helpdesk and Support including
- Staffing of the Helpdesk, ensuring the provision of a timely and accurate support service to staff and students, covering a wide range of topics and advice on the use of London IT facilities.
- Providing 1-1 support and training to staff and students on the use of a range of Office productivity tools in the Microsoft Office Suite and the use of core central systems, including email and file store.



- Assisting staff with the use of Virtual Learning Environment (VLE) to support teaching and learning – Training will be provided.
- Provision of Audio Visual (AV) Technical assistance, training and support.
- Collaborating on the production of documentation including user guides, help sheets, and FAQs
- Identify areas requiring the development of IT systems and processes within the Centre.
- Ensuring communications with end users, in particular for service interruptions.

- Assisting the IT Operations Department with server management and maintenance, including
- Performing data and system backups and restores in the event of system failure and user requests.
- Performance monitoring through proactive checks on the running systems & investigation of problems.
- Management of server schedules for hardware maintenance agreements.
- Engineer callout for routine hardware problems such as disk or power supply failure.
 - Documentation of system details and operational procedures.
 - Installation of systems software and related backup software.
 - Disaster recovery documentation management.

- PC support including
 - Hardware installation and maintenance, including setting-up, testing, delivering and installing PCs, peripherals and Audio Visual equipment.
 - Hardware fault diagnosis, including identifying the causes of faults, replacing faulty components when out of warranty and contacting maintenance engineers when machines are under manufacturer warranty.
 - Installation and registration of network adapters.
 - Assisting with configuring and deployment of hardware
 - Software installation and upgrades – predominantly for Microsoft operating systems, Microsoft Office Professional, anti-virus software, and installation of specialist packages.
 - Installation and support of desktop PC's and peripherals – e.g. printers, scanners, digital cameras, Zip and other storage and backup devices.
 - Maintaining records – entering details of work carried out, progress trail etc., into the call logging system
 - Maintaining inventory data including equipment loans and carry out audits of hardware and software on request.
 - Receipt of IT equipment - arrangement for returns and warranty claims.
 - Testing of software and hardware for new developments/desktops.
 - Responsibility for ensuring printers and photocopiers are maintained and initial troubleshooting, as well as liaising with relevant administrators to ensure that suitable printer and copier cartridges are maintained.

- Application Support including
 - First line support for centre staff and student systems including, but not limited to: INTO Connect, Room Service, Brightspace, CMIS, Paper Cut, Adobe Creative Cloud. Training to be provided.

- Emergency callout “out of hours” to perform disaster recovery on essential infrastructure or for other major service component failures.
- There may be a requirement to work outside normal hours, either to attend appointments/ meetings or to meet specific deadlines.

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.



Location

The post is based in the Middlesex Street, London site. Occasional travel within the UK may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport 	
Education/Qualifications	<ul style="list-style-type: none"> Minimum of a HNC in computing or equivalent 	
Skills/Knowledge	<ul style="list-style-type: none"> The role requires good knowledge of IT and an in-depth knowledge of servers, Microsoft Office tools and corporate systems and will be expected to understand and follow documented procedures Experience in front line IT support Experience in Windows and Apple iOS operating systems Technical knowledge of multi-user IT systems within a user setting Understanding networked computer systems Ability to build and relationships with people at all levels i.e. peers, senior managers and university stakeholders Ability to communicate respectfully with students and members of staff at all levels of the organisation The ability to prioritise, meet deadlines, work towards targets The ability to work flexibly as part of a team and use own initiative Ability to work alone with minimal supervision Excellent command of written and spoken English Committed and responsible for promoting and safeguarding the welfare of children and young adults 	<ul style="list-style-type: none"> Experience working in a further or higher education environment Knowledge of Audio Visual equipment