Job Description: Professional Service Positions



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| Faculty/Department: | Digital Services |
| Job Title: | 2ND Line IT Service Desk Technician (AV) |
| Department/Subject: | Digital Service Management |
| Salary: | Grade 5 £25,138 - £27,979 |
| Hours of work: | 35 hours per week.  Normal service hours during University term time are 7am-6pm five days per week (subject to change). The post holder will have a flexible and adaptable approach to working patterns which will include working non-standard hours to cover activities including Open Days, Student Arrivals and other key University events. |
| Contract: | This is a permanent position |
| Location: | This position will be a will be primarily based at one of our two main campuses but will require the successful candidate to work in an agile manner across both campuses occasionally. |

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| Introduction | Swansea University is a progressive institution balancing teaching and research, achieving a top 30 ranking in recent league tables and maintaining an excellent track record in Student Experience and Employability.  Working in Swansea University provides you with an opportunity to work with inspirational people on a variety of projects to improve the experience for staff and students and support research that will make a real difference to the world.  The University and IT Services encourages different thinking and provides space to try out new approaches and tools, enabling this different thinking, whilst ensuring business needs are met. |
| Background information | Digital Services are going through a rapid period of transformation and reimagining our IT Service Desk provision to meet the challenges of supporting and enabling a wider £20m investment in IT Services (in areas such as Cyber Security and Networking) will be a key foundational element.    The vision will be to reconnect our IT support provision with our customer’s needs, professionalise our services, save us all time and bridge the capability gaps we have.    The Service Desk team are the public face of Digital Services and will set standards in customer advocacy and engagement. Offering specialist support, advice and owning the resolution of Incidents and Problems for customers in a timely and efficient manner will be the cornerstones in achieving our vision.    As a 2nd Line IT Service Desk Technician specialising in AV Support, you will play a key role in delivering a customer-focused, professional AV support service.    Using your experience and skills (as well as those of your teammates and wider IT Services colleagues) to deal with incidents across the IT and AV landscape, will be the challenge to rise to in this role. |
| Main  Purpose of  Post | 1. Reporting directly to the 2nd Line AV Co-ordinator the 2ND Line IT Service Desk Technician (AV) will undertake support activities across the Digital Services landscape with a heavy focus on our AV estate, which is made up of both teaching and meeting spaces. 2. Follow the Incident Management and Request Fulfilment processes, in line with Service Desk objectives, to resolve as many Incidents and Requests escalated from first-line teams as possible (using all appropriate data sources such as historical incidents or requests, knowledge bases, experience and knowledge within the Service Desk team). |

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|  | 3. | Escalate appropriately any such Incidents or Requests that cannot be resolved in an appropriate timescale. |
|  | 4. | Undertake work originating from support projects, change requests or problem records, ensuring that all such activities meet expected service levels. |
|  | 5. | Contribute to creation, review and maintenance of knowledge bases, to assist with ongoing incident or request resolution. |
|  | 6. | Carry out processes and procedures across the campus sites to help ensure the availability of AV equipment and services (e.g., teaching rooms, meeting spaces, etc); contribute to development of processes where none exist. |
|  | 7. | Visit customers at their desk or suitable on-campus space, to help investigate, remediate, or resolve operating issues with the equipment. |
|  | 8. | Ensure compliance with legal and regulatory requirements in respect of equality and diversity, data protection, copyright and licensing, security, financial and other University policies, and procedures as appropriate. |
|  | 9. | Continually seek and act on feedback to learn and develop as a professional taking responsibility for own CPD and act as a role model for colleagues. Looking for opportunities to constantly improve people and process, all IT staff are expected to develop for personal and professional growth or where it may be operationally required. |
| General Duties | 1. 2.  3.  4. | To fully engage with the University’s Performance Enabling and Welsh language policies To promote equality and diversity in working practices and to maintain positive working relationships.  To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. Any other duties as directed by the Head of Faculty / Department or their nominated representative expected within the grade definition. |
|  | 5. | To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| Professional  Services  Values | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  We are Professional  We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality    We Work Together  We take pride in working in a proactive, collaborative environment of equality, trust, respect, cooperation and challenge to deliver services that strive to exceed the needs and expectations of customers.  We Care  We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. | |

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| Person  Specification | Essential Criteria:  Values:   1. Demonstrable evidence of taking pride in delivering professional services and solutions 2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. 3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience 4. Experience of working in an AV Support/IT Service Desk environment.   Qualification:   * + - GCSE Maths and English to Grade C or above (or equivalent)     - Level 3 or higher IT related qualification   Experience, Knowledge and Skills:   * + - Experience of providing excellent customer support, ideally as part of an AV Support team, an IT Service Desk - or as an IT technician or similar role.     - Experience of working with colleagues to successfully resolve customer enquiries and deliver team objectives     - A wide and current knowledge of a broad range of applications, platforms and AV and IT equipment.     - Evidence of horizon scanning, to identify industry trends and innovation.     - Excellent verbal and written communication skills.     - Ability to accurately capture, diagnose and resolve AV and IT related issues, using standard repeatable processes     - Demonstrable ability to work accurately and confidently with technology     - Demonstrable ability to multi-task, working across contact channels, delivering support in multiple locations to customers with diverse needs.     - Ability to engage with delivery of continual improvement across Service Desk processes   Welsh Language:  Level 1 – ‘a little’ (you do not need to be able to speak any welsh to apply for this role)    *e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.*    For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here.](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/)  Desirable Criteria:     * + - Ability to communicate in Welsh     - Direct University AV/IT experience and / or other public sector experience     - ITIL v3 or v4 Foundation     - Evidence of continual professional development and deployment of relevant professional   skills |
| Additional Information | Informal enquiries: Nicky Roberts, Head of Digital Service Management, [n.s.roberts@swansea.ac.uk](mailto:n.s.roberts@swansea.ac.uk) |

  