

Job Description: 2nd Line IT Service Desk Technician

Faculty / Department:	Digital Services
Job Title:	2 nd Line IT Service Desk Technician
Department / Subject:	IT Services
Salary:	Grade 5 £25,138 - £27,979 pro rata together with NEST pension benefits
Hours of work:	35 Hours a week The post holder will have a flexible and adaptable approach to working patterns, which may include working non-standard hours to cover activities including Open Days, Student Arrivals and other key University events.
Contract:	Permanent
Location:	The position will be primarily based at Bay campus. Travel to other campuses may be required based on business and/or operational needs.

Introduction	<p>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.</p> <p>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.</p> <p>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.</p>
Background information	<p>IT Services are going through a rapid period of transformation and reimagining our 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.</p> <p>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.</p> <p>The new Service Desk team will be the public face of IT Services and will set standards in customer advocacy and engagement. Offering specialist support, advice and owning the resolution of Incidents and Requests for customers in a timely and efficient manner will be the cornerstones in achieving our vision.</p> <p>As a Service Desk Technician, you will play a key role in delivering a customer-focused, professional IT and AV support service.</p> <p>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.</p>
Main Purpose of Post	<p><u>Digital Services</u></p> <ol style="list-style-type: none"> 1. Reporting directly to the 2nd Line Deputy Team Leader, the Service Desk Technician will undertake support activities across the IT and AV landscape. 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

	<p>possible (using all appropriate data sources such as historical incidents or requests, knowledge bases, experience and knowledge within the Service Desk team).</p> <ol style="list-style-type: none"> 3. Where requested and authorised, work extended hours in pursuit of resolution of priority Incidents or Requests. 4. Escalate appropriately any such Incidents or Requests that cannot be resolved in an appropriate timescale. 5. Undertake work originating from support projects, change requests or problem records, ensuring that all such activities meet expected service levels. 6. Undertake work to support business events and activities including (but not limited to) Clearing, Enrolment, conferences (hybrid or in-person), and Open Days. On occasion, this may require working non-standard hours in support of such events or activities. 7. Contribute to creation, review and maintenance of knowledge bases, to assist with ongoing incident or request resolution. 8. Carry out processes and procedures across the campus sites to help ensure the availability of IT, AV and conferencing equipment and services (e.g., open access PC labs, teaching rooms, printing facilities, etc); contribute to development of processes where none exist. 9. Visit customers at their desk or suitable on-campus space, to help investigate, remediate, or resolve operating issues with the equipment. 10. 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. 11. 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
<p>General Duties</p>	<ol style="list-style-type: none"> 1. To fully engage with the University's Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. 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. 4. Any other duties as directed by their Line Manager 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.
<p>Professional Services Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core 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.</p> <p>We are Professional</p> <p>We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality</p> <p>We Work Together</p> <p>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.</p>

	<p>We Care</p> <p>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.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
<p>Person Specification</p>	<p><u>Essential Criteria:</u></p> <p>Values:</p> <ol style="list-style-type: none"> 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 <p>Qualifications:</p> <ul style="list-style-type: none"> • GCSE Maths and English to Grade C or above • Level 3 or higher IT related qualification <p>Experience, Knowledge and Skills:</p> <ul style="list-style-type: none"> • Experience of providing excellent customer support, ideally as part of 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 IT and AV equipment. • Evidence of horizon scanning, to identify industry trends and innovation. • Excellent verbal and written communication skills. • Ability to accurately capture, diagnose and resolve IT or AV 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. <p>Welsh Language</p> <p>Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)</p> <p><i>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.</i></p> <p>For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.</p> <p>Desirable Criteria</p> <ul style="list-style-type: none"> • Ability to communicate in Welsh.

	<ul style="list-style-type: none"> • Direct University IT or AV experience and / or other public sector experience • ITIL v3 or v4 Foundation • Vendor Certification (Microsoft, Cisco, VMWare, AWS etc.) • Evidence of continual professional development and deployment of relevant professional skills
Additional Information	Informal enquiries: Rhodri Major (r.t.m.major@swansea.ac.uk)

