

JOB DESCRIPTION

Vacancy Reference:	50849
Job Title:	IT Service Desk Engineer
Institute / Department:	IT Service Delivery
Grade / Salary:	Grade 4 / £23,715 to £27,131 pro-rata per annum
Hours / FTE:	We have the following posts available: 18.5 hours a week in Swansea / Cardiff (evenings and weekend)
Contract type:	Permanent, Part-Time (0.5 FTE)
Location:	Swansea/Cardiff Campus, but should be able and prepared to work at home, and at other locations as necessary
Reporting to:	Executive Service Desk Technician

MAIN PURPOSE OF JOB

The role of Service Desk Engineer is to provide 1st and 2nd line IT support for end users to receive support and maintenance within the University's desktop computing environment such as in-house computer systems, desktops, laptops, peripherals, AV equipment and translation equipment. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment whilst ensuring optimal workstation performance.

An essential part of the role is to log requests and incidents via the IT Service Desk system and provide end-user assistance (in person, by telephone, or via e-mail) in a timely and accurate fashion.

The post holder will be expected to work effectively and proactively without supervision, as well as provide appropriate support and guidance to junior members of the team.

This person will be responsible for providing technical IT support to assist end users in a professional and timely manner. This includes supporting in-person and online platform events required at any Wales campus.

The postholder will be required to work only in the evenings and on the weekends to provide a 7-day week cover on the designated campuses. The postholder should be able to demonstrate high levels of flexibility and accommodate changes in their working hours with minimum notice depending on the needs of the University.

MAIN DUTIES

Procurement & Deployment

- Support development and implementation of networking projects and new technology installations
- Conduct research on desktop products in support of PC procurement and development efforts

Operational

- Provide technical support for university events during evenings and weekends. This will be required across any of the University's Welsh campuses
- Support and monitor the running of events using online platforms such as Microsoft Teams and Zoom
- Setting up and dismantle of IT and AV equipment for events, including lectern PCs, laptops, projectors, webcams, microphones, and PA equipment
- Perform on-site troubleshooting, diagnosis, and resolution of complex PC and AV problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance via the IT Service Desk software
- Recommend, schedule, and perform PC/Network, hardware and peripheral equipment improvements, upgrades, and repairs
- Accurately document instances of hardware failure, repair, installation, and removal
- Support development and implementation of new computer projects and new hardware installations
- Monitor and test network performance and provide network performance statistics and reports
- Provide guidance to junior team members on technical issues
- Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations
- Receive and respond to incoming calls, tickets, and/or e-mails regarding desktop and network problems via telephone, tickets, and e-mail, ensuring courteous, timely, and effective resolution of end user issues
- Provide in-person IT support via the IT Service Desk walk-up desk's
- As required, provide telephone support cover for the Central Service Desk Team, in order to maintain the IT Service Delivery Department's support provision
- Provide technical support to staff and students on the University's VLE (Virtual Learning Environment) system including module and plagiarism software support
- Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports
- Maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, and other peripheral equipment
- When required, install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels
- Plan, organise and prioritise own work and resources in order to achieve agreed goals
- Collaborate with other team members to ensure efficient operation of the University's PC and network environments
- Working technical knowledge of current protocols, operating systems, and standards
- To support specific academic events such as conferences, seminars and other special events as directed
- Create technical guides and knowledge base articles for IT systems, processes and procedures, as well as ensuring they are kept up to date
- Liaise with third-party support and PC equipment vendors
- Support the transportation of IT equipment including the setting up and dismantling of physical hardware
- Ensure that IT Service Delivery areas are organised and well-maintained working environments

GENERAL DUTIES

- Fulfil all relevant Health and Safety responsibilities

- Adhere to all relevant University policies and procedures
- Adapt to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development
- Support and promote the University's sustainability commitment and carry out duties in an ethical and responsible manner
- Operate within the standards incorporated within the University's Welsh Language Plan.

NB This Job Description currently applies but duties may be allocated from time to time, which are appropriate to the grade and post, and which are not of a substantial ongoing nature to affect the grading of the post.

The Person Specification focuses on the qualifications, experience, knowledge, skills and competencies required to undertake the role effectively. **You will need to evidence how you meet these requirements in your application, providing explicit examples.**

	Essential	Desirable
Qualifications	1. Good level of general education	7. BTEC or equivalent in a computer-related discipline
Experience, Knowledge, Skills and Competencies	2. Excellent customer service skills 3. Previous experience in providing high quality technical support 4. Previous experience of using an online meeting platform such as MS Teams or Zoom 5. Good working knowledge of PC hardware, software and basic network environments 6. Good working knowledge of AV equipment and associated software tools	8. Previous experience of AV support in an academic environment 9. Previous experience of using IT Service Desk software to log issues/requests 10. Previous experience of working in Higher Education 11. Previous experience of ITIL
Welsh Language		12. Ability to communicate through the medium of Welsh (oral and written)