IT Technical Services Officer

Job Summary

Robert Gordon University (RGU) is widely recognised as a distinctive part of Aberdeen and Scotland's education landscape. Every one of our employees makes their own unique and equally important contribution to our success, at every level of our operation.

This is a key role in the IT Services Dept, working with and alongside colleagues in the IT/AV team, wider Service Desk team, and with the IT Senior Support Analyst to provide IT services and support, to the University.

Supporting the University's IT and AV resources, staff, and students, you will provide and promote excellent customer service, responses to incidents and requests, support the university's teaching/meeting rooms, and provide additional support to the wider Service Desk team as and when required.

You will play a part in developing the team, seeking ways to improve the services, and ensuring you are abreast of new technologies.

You will have a proven track record of assisting with the support of IT hardware, software and systems, working with colleagues across the University on projects assisting with IT elements as well as 3rd party providers and maintaining those working relations.

Please note this role requires full-time on-campus presence, as it forms a key part of the service desk team and therefore remote, or hybrid working is not suitable for this position.

You will benefit from a generous pension scheme, 46 days annual leave (including statutory days) an onsite nursery and sports centre, as well as a range of voluntary health and travel benefits.

We are committed to attracting and engaging a diverse range of staff and fostering a culture where everyone feels welcome, comfortable to express their ideas, and can reach their full potential. For more information, please visit Our Diverse Workforce pages.

Job Description

RESPONSIBLE TO: Service Desk Team Lead

RESPONSIBLE FOR: No supervisory responsibility

PURPOSE OF POST: To work with the team to provide excellent IT Service and support, ensuring that these services meet the needs of the University.

PRINCIPAL DUTIES:

• To receive & troubleshoot reported faults/queries by telephone, e-mail, service desk portal or in person which will include AV as well as all other IT support requests and incidents. .

• To ensure that these reports are accurately recorded in the Service Desk ITSM tool.

• Ensure effective and timely resolution of all incidents/requests, both remote and in person.

• As and when required will provide resource assistance to the wider Service desk team and other teams within IT.

• Under the direction of the IT Senior Support Analyst, to actively participate in the maintenance of a knowledgebase within the service portfolio, document how to resolve commonly occurring faults/issues.

• To create and maintain guides (knowledge guides and troubleshooting) And to ensure these guides are readily available and up to date.

• To organise and carry out training of IT equipment to staff and students, where appropriate.

• To ensure work is delivered in accordance with the defined standards, policies, and procedures and to provide training and guidance as required to IT staff and other colleagues in the university.

• Required to clarify the requirements; agree clear task objectives; and organise your workload appropriately, ensuring priorities and deadlines are accounted for.

• To provide expertise to analyse incidents, performance, and capacity to identify problems, devise solutions, agree priorities, and with the AV Senior, arrange for these to be scheduled and implemented.

• To ensure that all relevant documentation is maintained to reflect the current operation of the University's call management process.

• Where required, participate in networks within the institution or externally.

• To assist in the support of university events as needed.

• When required will provide out of hours assistance and support, including exams and events.

• Flexibility to work various shift patterns within the contracted 35 hours a week as required.

Person Specification

ESSENTIAL REQUIREMENTS

Qualifications and Professional Memberships

• Educated to at least HNC/HND or equivalent.

• IT industry recognised qualifications or relevant experience.

Knowledge

• Knowledge of IT Desktop hardware and software

• A clear understanding of the importance of delivering customer satisfaction

• Skilled in the install, troubleshooting and support of desktop operating systems, preferably Windows 11 and Apple Macintosh.

• Familiar desktop applications and skilled in their troubleshooting. E.g. Microsoft 365, relevant browsers, VLE tools, remote support tools and ticketing systems.

• Skilled troubleshooting of Hardware. (Laptops, Desktops, Printers and peripherals)

• Familiar with Networking fundamentals (TCP/IP, DHCP, DNS, VPN troubleshooting)

• Familiar with Active Directory, SCCM, Intune, VPN, Citrix.

• Familiar with the concepts of IT and Cyber Security.

Experience

• Significant experience delivering IT support services to end users.

• Experience in providing IT support (hardware and software troubleshooting) both remotely and in person

• Experience of delivering help desk services in a large multi-user environment (500+ users).

• Experience of using formal systems for call logging, tracking and performance measurement.

• Experience of Installing and configuring operating systems and applications

• Experience of device imaging and deployment processes

• Experience of documenting issues and resolutions in a knowledge base

• Experience of working with Asset Management systems and maintaining inventory

DESIRABLE REQUIREMENTS

Qualifications and Professional Memberships

• Formal accreditation in ITIL foundation.

• Microsoft Certification

Knowledge

• ITIL knowledge

• Knowledge of PowerShell or similar for automation

• Knowledge of MS Azure and MDM solutions

• Knowledge of AV installations (meeting and teaching spaces)

Experience

• Experience of supporting AV installations (meeting and teaching spaces)

• Exposure to Project work

- Experience using JAMF
- Experience of automating processes
- Experience in training or mentoring staff or end-users.

Behaviours

Behaviour 1: Communication - Ability to receive, understand and convey information requiring careful explanation and information of a complex or conceptual nature, in a clear and accurate manner

Behaviour 2: Service Delivery - Experience of exploring and adapting a service to meet customers' expectations and also identifying ways of improving standards

Behaviour 3: Decision Making - Experience of using own judgement to make decisions, making collaborative decisions with others to reach conclusions and providing advice or information that will influence the decisions of others

Behaviour 4: Analysis and Research - Experience of identifying or designing data gathering and analytical methods appropriate for each investigation, and producing reports that identify key issues and findings

Salary: 33002.00 - 34610.00 GBP per Year

Position Type: Full Time , Permanent 35.0 Hours per Week