Job Description – Senior IT Service & Support Technician

About the role

Our Senior Service & Support Technician role is part of 2nd line support within the Service Desk. They help deliver the provision of services provided for circa 10,000 staff, visitors and research students across several geographic locations as well as home workers.

This role would suit someone who has demonstrable experience in:

- providing reactive technical support to resolve incidents and service requests, including analysis, investigation and resolution of hardware and software issues as applicable
- providing proactive IT support in the form of workshops and drop-in sessions to all levels of staff across the University and assist with audio visual equipment and events
- being fully focused on service excellence and expedite investigations/resolutions to incidents, whilst driving the appropriate actions to safeguard service and ensure that OLAs and SLAs are maintained
- providing support for IT systems with a good technical understanding of computer hardware, software and other associated technologies.
- essential strong oral and written communications skills and enjoy working as part of a team supporting your colleagues to adapt to change and collectively deliver a great service

Key responsibilities

1. Organise and provide support for all aspects of hardware and software including Audio Visual (AV) technologies used across the University. For example, this will include (but not be limited to) telephony, mobile devices and meeting/conference room equipment.
2. Take ownership of incidents and service requests, where appropriate, and ensure that regular communication with business partners is maintained through the lifecycle of the incident or request.
3. Liaise with and drive technical support teams toward resolution of incidents across the vast range of applications and services provided within the OU.
4. Use appropriate tools to ensure the suitable logging, progression and escalation of jobs.
5. Refer issues to subject matter experts, both internally and externally. Allocate repairs to the University’s third-party maintenance partners via the appropriate mechanisms.
6. Provide support for office relocations, regional offices, meetings and conference events. This will also include some out of hours working, including weekend/evenings, and could involve some domestic travel.
7. Responsible for management of own workload and time escalate issues to team leader, as well as plan workshops, drop-in sessions and audio-visual events.
8. After appropriate training, assist in the set-up and operation of a wide array of AV equipment (e.g. cameras, mixing desk, lighting, microphones etc.) used at University events.

9. Provide proactive support through workshops and drop-in sessions, where they will instruct staff on the use of hardware and software and solve problems that people present during the session.

Skills and experience

Essential:
Minimum standard of education, at least 4 ‘O’ Level GCSE grade C or equivalent, including English and Mathematics or ITIL Foundation

Proven experience of successfully supporting IT systems and software in a work environment

Evidence of a customer focused approach to work

Good interpersonal skills with proven ability to communicate effectively, orally and in writing, with people across a range of areas and levels

Good technical understanding of computer and audio-visual hardware and technologies

Sound understanding of IT support processes and procedures

Experience of working as part of an IT support team

Evidence of independent working and planning tasks to defined timescales

Experience of instructing and coaching users in the use of technology

Desirable:
Experience of supporting complex IT systems and software within an enterprise environment with over 1000 users

A proven understanding of enterprise service management toolsets

Experience of developing documentation and coaching junior staff and end users in the use of complex technology

Evidence of planning and managing events such as drop-in sessions and presentations

Experience of working with users to determine the requirements and plan audio-visual events