Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15724</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Service &amp; Support Technician x 3</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Service Desk Manager</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,659 - £25,482</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday 13 March 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Short application, covering letter and CV</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>One</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:RESOURCING-HUB@OPEN.AC.UK">RESOURCING-HUB@OPEN.AC.UK</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

The role is working on a busy Service Desk to provide 1st Line telephone support and advice on the use of IT services to internal business partners, students and visitors.

Primarily troubleshooting issues and implementing fixes; fulfilling software provision and access requests, working closely with the 2nd Line Service Desk team to maintain a high first contact resolution rate, escalating issues as appropriate to the relevant support teams.

Proactively recognising and recommending service improvement initiatives to constantly improve the service provided.

To undertake day-to-day responsibility for own activities working with colleagues in IT and relevant stakeholders within the business to deliver projects under the guidance of the Service Desk Manager.

To be involved in the provision of user documentation and guidance materials, where required.

3. Person specification

Requirements (E = Essential/ D = Desirable)

To provide user support via the IT Service Desk

a) Provide support to resolve incidents and service requests within agreed Service levels.
b) Prioritise the workload effectively to ensure all team work including incoming telephone calls, incidents and requests are actioned quickly and efficiently within agreed targets and defined key performance metrics
c) Recognise and recommend service improvement initiatives and drive through to implementation
d) To maintain a knowledge base and contribute to keeping outward facing information and procedures up-to-date
e) To take ownership of incidents and service requests where appropriate, and ensure regular communication with business partners is maintained through the lifecycle of the incident or request.

To undertake project work and other responsibilities as required

a) To participate in all activities within the project scope
b) To work with colleagues in IT, and those external to both IT and the University, where appropriate.

To maintain appropriate skill set and awareness in relation to IT products and services

a) In conjunction with line manager to ensure that adequate skills are maintained to support the job role.
b) To identify in conjunction with line manager any development requirements.

To partake in other activities associated with IT Support identified by line manager
Personal attributes (E = Essential / D = Desirable)

1. Education/Qualifications e.g. academic, technical & professional education & training (e.g. apprenticeship, traineeship etc.)
   - Grades (A-C) at GCE/GCSE or equivalent. (E)
   - ITIL Foundation qualification or equivalent qualification in IT or related subjects. (E)
   - Evidence of on-going self-development, including relevant hardware/software training. (D)

2. Work & Other Relevant Experience (including training)
   - Demonstrable knowledge in a range of software and hardware environments. (E)
   - Experience within an IT user support or IT Service Desk. (E)
   - Experience of using Active Directory for file share administration. (E)
   - Demonstrable high-level knowledge of Windows and Mac operating systems. (E)
   - Experience of working in an ITIL environment (D)

3. Personal Qualities and Abilities e.g. initiative, leadership, ability to work on own or with others.
   - Excellent team player. (E)
   - Excellent interpersonal and customer service skills with the ability to deal with staff at all levels. (E)
   - Ability to prioritise your own workload and equal contribution to the team’s workload to ensure tight deadlines are met. (E)
   - Able to demonstrate an aptitude to troubleshoot bespoke packages. (E)
   - Good organisational and general administrative skills. (D)
   - Ability to use own judgement and seek advice when knowledge/decision is out of personal scope. (D)
   - Ability to maintain a good level of expertise with the appropriate technologies. (E)
   - Excellent verbal and written communication skills, able to communicate knowledgeably at a variety of levels including Managers, IT specialists and users, understanding and relaying technical information to a lay audience. (E)

4. Other
   - The post may require travel to the University’s Regional Centres, working outside core hours and at weekends. (E)
   - The post may require some lifting of IT equipment. (E)

5. Role specific requirements e.g. Shift working

N/A
5. About the unit/department

Information Technology (IT)

The Higher Education sector in England is undergoing dramatic change as institutions adjust to serious reductions in state funding for teaching and students have to bear more of the cost of their education. As well as these cost drivers, the entry of more private providers to the sector and the increasing consumer power of high fee-paying students will put a premium on service delivery and cost efficiency. In turn, this will throw emphasis on the development of robust, efficient, enterprise-scale IT systems to increase efficiency and customer choice.

Information Technology provides and supports all central University IT services and is responsible for the institution's Technical Infrastructure. In addition to this service and support provision, IT develops systems to support the business requirements of the organisation.

Operations & Infrastructure

We provide a wide range of functions to support our 24*7 services to students and staff.

We design, build, secure, monitor and support the network, storage, server, unified communications and desktop infrastructure to deliver systems that run 24 hours a day, 7 days a week, in a secure and robust manner.

IT Infrastructure & Operations work in close partnership with IT Delivery, providing the platforms for the University’s extensive range of applications to run on.

In order to get the maximum benefit from our services we run a programme of continuous improvement and provide advice and guidance on how to get the best from IT.

IT Operations & Infrastructure Key Facts:

• Over 50,000 students log on each day

• We support over 1,200 servers and 7,000 desktop machines.

• Our processes are built around the ITIL service management framework.

• IT Security work to the ISO27001 standard

• We receive over 9,000 inbound phone calls a day

• IT support process over 100 service requests every day

• We reject over 91,000 spam e-mails every day
6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application, please contact Ginny Maguire on 01908 652304 or email ginny.maguire@open.ac.uk

If you have any questions regarding the application process, please contact email: resourcing-hub@open.ac.uk

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Midday 13 March 2019</th>
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</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td></td>
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<tr>
<td>Name/Job title:</td>
<td></td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Resourcing Hub</td>
</tr>
<tr>
<td>Address:</td>
<td>Walton Hall</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:Resourcing-hub@open.ac.uk">Resourcing-hub@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Ginny Maguire</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Fleur Le Croissette</td>
</tr>
<tr>
<td></td>
<td>Jon Steggles</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>TBC</td>
</tr>
<tr>
<td>The selection process for this post will include:</td>
<td>TBC</td>
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</tbody>
</table>

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.

Applications received after the closing date will not be accepted.