

Job Description

Position:	IT Support Officer – Medical School
School/Service:	Information Systems and Technology (IST)
Reference:	0389-25
Grade:	Grade 5
Status:	Fixed Term (24 Months)
Hours:	Full Time
Reporting to:	IT Operations Manager

Main Purpose of the Role:

To provide IT support for the Medical School and technology support for teaching, learning, assessment, research and the specialist medical technology environments.

To support staff and students with day-to-day IT, desktop devices, software, AV, teaching technology and specialist learning spaces. It combines general IT support with a good understanding of the Medical School's operational needs and specialist technologies, ensuring that issues are resolved promptly or escalated where specialist support is required.

To assist Medical School staff with the technical preparation, maintenance and use of digital learning materials and supported learning technologies in the School.

Principal Duties and Responsibilities:

1. Provide frontline IT support for Medical School staff and students, including devices, software, access, connectivity, printing, AV and teaching technology.
2. Provide a local helpdesk service based in the Library, acting as an accessible point of contact for support, advice, triage and escalation.
3. Support teaching rooms, simulation spaces, clinical teaching environments and specialist learning areas, including setup, checks and troubleshooting.
4. Develop and maintain proficiency in the specialist IT systems, simulation technologies, teaching platforms and learning tools used by the Medical School, in order to provide effective local support and informed escalation.

5. Create and maintain concise local support notes, troubleshooting guidance and configuration information for specialist Medical School IT systems, simulation technologies, teaching platforms and learning tools, to assist with consistent service delivery and effective escalation.
6. Respond to teaching-impacting or service-critical issues and coordinate escalation to specialist IS&T teams or suppliers where required.
7. Manage incidents and service requests through the IT service management system, ensuring appropriate prioritisation, communication, ownership and escalation.
8. Install, configure, maintain and troubleshoot University-managed devices, software, peripherals and local equipment.
9. Support the introduction of new or changed systems, software, equipment and services, including testing, user guidance and feedback.
10. Assist Medical School staff and IS&T colleagues with the technical development, maintenance and effective use of digital learning materials, guidance resources and supported learning technologies.
11. Act as a named local IT contact for the Medical School while working as part of the central IS&T service and within University-wide standards.
12. Maintain accurate records of assets, equipment loans, faults, recurring issues, support activity and configuration information.
13. Identify recurring demand, faults, risks and improvement opportunities, and report these through the appropriate IS&T management route.
14. Work collaboratively and flexibly with IS&T colleagues, Medical School staff and suppliers, following University policies, procedures and standards.
15. Provide day-to-day guidance and practical support to IT apprentices undertaking routine support activities, by sharing local knowledge and assisting them with agreed procedures.
16. Undertake any other duties, commensurate with the grade, as may be assigned from time to time by the University

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the position holder.

Please note that this appointment is subject to Disclosure and Barring Clearance.

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

Person Specification

Position:	IT Support Officer – Medical School	Reference:	0389-25
School:	Information Systems and Technology	Priority (1/2)	Method of Assessment
Criteria			
1 Qualifications			
1 a)	GCSE pass level in English and Maths or equivalent level.	Priority 1	Application Form/Documentation
1 b)	Degree in computing, science or related subject	Priority 2	Application Form/Documentation
1 c)	Relevant BTEC, or professional certifications, such as CompTIA, Microsoft or ITIL.	Priority 1	Application Form/Documentation
2 Skills / Knowledge			
2 a)	Understanding of methods and constraints in providing IT support in a locked down organisational IT environment.	Priority 1	Application Form/Interview
2 b)	Good working knowledge of Windows devices, Microsoft 365 and common applications.	Priority 1	Application Form/Interview
2 c)	Good working knowledge of desktop hardware, peripherals, printing and AV equipment.	Priority 1	Application Form/Interview
2 d)	Basic understanding of networks, Wi-Fi, authentication and user access.	Priority 1	Application Form/Interview
2 e)	Ability to diagnose and resolve common hardware, software and access issues.	Priority 1	Assessment/Application Form/Interview
2 f)	Ability to use digital content creation tools to produce and maintain learning support materials, guidance and resources.	Priority 2	Assessment/Application Form/Interview
2 g)	Ability to explain technical issues clearly to non-technical users.	Priority 1	Application Form/Interview
2 h)	Ability to follow procedures, prioritise work and manage competing demands.	Priority 1	Application Form/Interview
2 i)	Awareness of information security, data protection and acceptable use requirements.	Priority 1	Application Form/Interview
2 j)	Knowledge of medical, simulation or other specialist teaching equipment.	Priority 2	Application Form/Interview

3	Experience		
3 a)	Experience of providing customer-facing IT support.	Priority 1	Application Form/Interview
3 b)	Experience of working in a customer service environment.	Priority 1	Application Form/Interview
3 c)	Experience supporting IT or AV in teaching, meeting or specialist spaces.	Priority 2	Application Form/Interview
3 d)	Experience supporting educational, healthcare or professional training environments.	Priority 2	Application Form/Interview
4	Personal Qualities		
4 a)	Customer-focused, practical and calm under pressure.	Priority 1	Application Form/Interview
4 b)	Proactive and able to work independently within agreed standards.	Priority 1	Application Form/Interview
4 c)	Collaborative and able to work effectively with colleagues, users and suppliers.	Priority 1	Application Form/Interview
4 d)	Accurate and organised in recording work, faults and follow-up actions.	Priority 1	Application Form/Interview
4 e)	Adaptable and willing to learn new systems, equipment and support methods.	Priority 1	Application Form/Interview
4 f)	Committed to inclusive, respectful and professional service delivery.	Priority 1	Application Form/Interview
5	Other		
5 a)	Willingness to undertake training and continuing professional development.	Priority 1	Application Form/Documentation
5 b)	Willingness to work flexibly to support teaching, events or urgent issues.	Priority 1	Application Form/Interview
5 c)	Willingness to work at other locations as needed.	Priority 1	Application Form/Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.