

Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Professional Services
School/Department	Information Systems and Digital Services
Team	Service Delivery Campus IT Team
Job Title	IT Services Assistant
Grade	Grade 4
Hours of Work	35 Hours Per Week
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Campus IT Business Partner
Responsible For (Job Title)	

Principal Accountabilities
<p>To contribute to the provision of excellent, customer-focussed services, helping the department in its mission to enhance the experience of the Manchester Metropolitan University community by providing excellent information and communication technology services to support learning, research and enterprise. To provide first and second line support services at a campus, receiving customer enquiries and service requests in person, by phone and other electronic means. To record the call details appropriately, to provide timely and accurate responses to those calls which can be dealt with directly and to ensure that others are referred elsewhere for resolution.</p>

Key Tasks
<p>To provide advice or resolve customers' issues where this is possible from a broad range of knowledge across the University's range of IT services and systems. This will include assisting customers to resolve problems themselves such as operating classroom equipment etc.</p> <p>To build an in-depth understanding of customer requirements, developing relationships and contacts, in order to take a proactive approach to improving services.</p> <p>To give simple 'how to' guidance regarding software and equipment.</p>

- To keep customers informed about ISDS projects and services.
- To provide support on projects both on campus and across the University as required.
- To receive, log, resolve or escalate any service requests ensuring that customers are handled in a friendly and professional manner.
- To follow standard diagnosis routines to identify the type of problem.
- To follow protocols for call allocation and allocation of priority, consulting with a more senior member of the campus team if necessary.
- To plan and prioritise own workload and work proactively with the team in order to make the most effective contribution to the department's service provision.
- To write full explanatory notes to communicate escalated problems to other ISDS colleagues including attempted resolutions and the logic behind the approach.
- To follow procedures for keeping callers up to date with progress, until the call is closed.
- To identify commonly occurring customer problems and issues to the ISDS Campus IT Business Partner suggesting resolutions to improve the overall function of the service.
- To identify by the interpretation of user calls, serious or large scale issues (such as a server crashing), ensuring that this is raised with the relevant person as soon as possible and to play a major part in keeping users aware of the situation.
- To provide clerical and administrative support on behalf of the campus team including producing standard reports, spreadsheets and other management information as directed.
- To undertake training and personal development where necessary to maintain awareness of new and emerging technologies and services in order to improve your service to customers resolving as many calls as possible without referral.
- To contribute to discussions about improving methods of working, to follow agreed methods of working and in particular to produce and maintain documentation in order to support the long term delivery of projects and services.

Special Features

The nature of the post requires the postholder to work flexibly in the discharge of his/her duties. Some evening work and/or weekend work may be required at certain times of the year for which appropriate recompense will be given.

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Ability to clarify non-routine matters and explain complicated matters clearly both verbally and in writing.	E
		1.2	Ability to deliver a consistently high standard of customer-focussed service, ensuring that customers' needs are understood and met.	E
		1.3	Works effectively and flexibly as part of a team.	E
		1.4	Liaises with a variety of contacts to disseminate information in the right format at the right time.	E
		1.5	Constantly develops understanding of the services provided by the area of work to provide accurate help and assistance to customers.	E
		1.6	Ability to diagnose IT & AV problems from conversations with users with a wide variety of technical understanding.	E
		1.7	Ability to prioritise own workload and to handle a number of competing tasks to meet deadlines.	E
2	General & Specialist Knowledge	2.1	Good working knowledge of Microsoft Office applications and Email Systems such as Microsoft Outlook/Exchange	E
		2.2	Good working knowledge of Web/Internet technologies.	E
		2.3	Basic knowledge of computer networks.	E
		2.4	Experience of using Microsoft Windows in a networked environment.	E

HR Only

		2.5	Working knowledge of Moodle or a similar VLE.	D
		2.6	Experience of using Apple Mac OSX	D
3	Education & Training	3.1	BTEC National Diploma or equivalent qualification or relevant experience.	E
4	Relevant Experience	4.1	Experience of diagnosing and solving IT or AV problems in a professional environment.	E
		4.2	Experience of working in an IT Support environment.	E
5	Special Requirements	5.1	Able to work outside normal hours (evenings and weekends) as may be required.	E
Date of Revision		March 2018		