

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Information Technology (IT) Support Specialist</b>
<b>Ref No:</b>	<b>DLS18</b>
<b>Campus:</b>	<b>Hendon</b>
<b>Service:</b>	<b>Digital and Library Services (DLS)</b>
<b>Grade:</b>	<b>5</b>
<b>Salary:</b>	<b>£33,125 per annum inclusive of Outer London Weighting rising to £36,698 incrementally each year.</b>
<b>Hours:</b>	<b>35.5 hours per week, actual daily hours by arrangement</b>
<b>Period:</b>	<b>Permanent</b>
<b>Reporting to:</b>	<b>Information Technology (IT) Support Manager</b>
<b>Reporting to Job Holder:</b>	<b>None</b>

### **Overall Purpose:**

To work as a member of the Digital & Library Service Information

Technology Support Specialist Team, providing technical support to end-users and maintenance tasks in support of the University's Digital & Library

Service systems infrastructure.

Working in a busy service desk and face to face environment to provide technical support to staff and students on a wide range of enquiries with varying complexity and to undertake maintenance tasks in support of the University's Digital & Library Service systems infrastructure.

Postholders will be expected to operate within a matrix management structure to provide the flexibility to meet varying project demands and a fast pace of change.

### **Principal Duties:**

- To diagnose problems, and undertake routine maintenance / housekeeping tasks on central and remote Digital & Library Service managed by the Information Technology (IT) Support Team.
- To provide first line technical support to end users for operational systems, liaising effectively with users at all levels.
- In line with the University Data Protection and Identity Management process, be the first line of support in removing infected user machines from the network, isolating and re-imaging to support mitigation of cyber-attacks from proliferating across the Information and Communications Technology (ICT) estate.
- To assist the IT Support Team in supporting the management of front-line hardware which supports teaching and learning including peripherals, asset management and the management of Digital & Library Service equipment hosted on the MDX domain.
- Provide front of House drop in IT support for staff & Students via a "drop in" service
- Provide pro-Active support for Audio Visual issues reported by staff and escalation to the specialist Audio Visual Team as required.

- Supply support for the Multifunctional Print Fleet for staff & students providing first line problem diagnosis and escalation to the managed service. Support students with issues regarding specialist printing and issues relating to charging for specific print types.
- To provide additional support to school technical teams in supporting front line hardware across the ICT estate within the UK.
- To maintain accurate asset records throughout the life cycle of the University's devices.
- To update systems and end user documentation and procedures on a regular basis.
- To be aware of developing systems support issues and report these through to relevant Digital & Library Service teams in a timely manner.
- To assist with the installation of equipment in accordance with agreed Health and Safety guidelines.
- To resolve service requests and incidents in the Digital & Library Service desk.
- Provide first point of escalation for Infrastructure Managed Service and Unified Communication contracts in matters of problem resolution and for ensuring that all change requests are processed in accordance with agreed procedures.
- Diagnose problems and provide technical assistance remotely or in person for logs assigned to the team, including (but not limited to):
  - User rights and user policies;
  - Temporary Admin rights
  - User quota management;
  - Network and region share;
  - VPN user access rights;
  - File and print servers
  - Outlook account management and administration
  - Apple Mac and PC corporate desktop configurations
  - Cisco Unified Communications
  - Supported Mobile devices
  - Wireless and wired networks
  - Change management
  - Cyber Essentials systems to support accreditation (currently One-time Administration rights, Authenticator (2FA) and device enrolment into to InTune for both corporate and personal) in doing
- To work closely with technical staff within Digital & Library Service and third-party service providers.
- To maintain a good working knowledge-of the University's technical architecture including network, telephony, (MS Teams) and desktop configurations and how these interrelate in order to better assist problem diagnosis and resolution.
- Assist by providing project support to colleagues within Digital & Library Service Teams in the roll-out of new systems, infrastructure and desktop configurations on a regular basis.
- Develop and maintain an excellent understanding of the University's Teams for Telephony system in order to provide sound analysis and advice to Faculty and Professional Services staff telephony requirements.

- Whilst reporting to a formal line manager, to work under the project management of the allocated Project Leader on a project by project basis across the University, liaising and co-operating to provide effective team operation.
- To maintain a good working knowledge of Information Technology Infrastructure Library (ITIL) framework and work within the Digital & Library Service to contribute to the further development of procedures in line with best practice.
- Occasional supervision and support of maintenance and installation contractors.
- Develop and maintain: operational procedures, end user documents, service web pages, Forward Schedule of Change, and Frequently Asked Questions
- To undertake other non-recurring duties commensurate with the grade and within the competence of the post holder.
- The post-holder will actively follow Middlesex University policies including Equality & Diversity policies.
- To work in accordance with the University's values and vision.

### **B Specific Technical Roles**

- To develop a good working knowledge of the Windows Corporate Desktop environment undertaking such tasks as:
  - understanding systems error messages, software installation and desktop hardware configuration;
  - diagnosing and fixing problems on-campus including the use of remote tools;
  - undertaking necessary backups of user data as required;
  - undertaking systems administrator functions as required;
  - providing a hands and eyes service for Digital & Library Service.
- To develop a good working knowledge of the Apple Mac Corporate Desktop environment undertaking such tasks as:
  - understanding systems error messages, software installation and desktop hardware configuration;
  - diagnosing and fixing problems on-campus including the use of remote tools;
  - undertaking necessary backups of user data as required;
  - undertaking systems administrator functions as required;
  - providing a hands and eyes service for Digital & Library Service.
- Provide additional support for the Digital & Library Service projects which occur throughout the academic by undertaking such tasks as :
- Occasional cover for Digital & Library Service Project Coordinator by supervising temporary technical support staff during roll-out and update projects.
- Providing technical documentation to the Digital & Library Service Project Coordinator giving detailed instructions for temporary staff.
- Provide training for temporary staff.
- Providing additional support to the Desktop Development Team by undertaking such tasks as:
- Develop an understanding of the University academic and administrative requirements of the PC and or Mac desktop / laptop environment in order to assist with the development of desktop environments.
- Actively participate in new operating systems strategy groups by contributing to providing advice, sound judgement and User Acceptance Testing resolutions as part of the overall team.

## **PERSON SPECIFICATION**

**Job Title:** Information Technology Support Specialist

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

### **SELECTION CRITERIA:**

#### **Education / Qualifications**

##### ***Essential:***

- Educated to A level / Higher National Certificate or Diploma (HNC/D), a National Vocational Qualification (NVQ) or hold an equivalent qualification or have relevant Information Technology (IT) service delivery experience.

#### **Experience:**

##### ***Essential:***

- Experience of providing end user technical support within a complex technical environment.

##### ***Desirable:***

- Knowledge and experience of working within an Information Technology Infrastructure Library (ITIL) framework environment
- Ability to adapt and to acquire additional technical skills as may be required to implement and support the University's computing and communications environment.
- Programming experience
- Possess Microsoft Certified Network Engineer status.
- Possess a clean driving license and own transport.
- Experience in working within an educational environment.

#### **Knowledge & Skills:**

##### ***Essential:***

- Excellent verbal and written presentation skills with the ability to relate to all levels.
- Possess good analytical skills and be able to apply these to technical problems and recommend practical solutions.
- A proven ability of installing / packaging software packages on the Digital & Library Information Technology estate.
- A proven ability in supporting Apple & Windows based hardware and peripherals in a corporate and bring your own devices (BYOD) environment.
- A detailed understanding of the need for Change Management processes.
- Excellent customer service skills.
- A good understanding of Cyber Essentials and General Data Protection Regulations (GDPR) regulations.
- Ability to self-manage and motivate oneself.
- An understanding and adherence to the relevant Health and Safety Regulations.
- Willingness to work outside normal hours and travel between campuses.

#### **Equality Diversity and Inclusion**

##### ***Essential:***

- Demonstrable commitment to fairness and the principles of equality and inclusion.

## **Terms and Conditions**

### **Diversity**

We value diversity and strive to create a fairer, more equitable work environment for our staff and students. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

### **Flexibility**

Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

### **MU Services Limited**

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

### **Annual Leave**

30 days per annum plus eight Bank Holidays and seven University Days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

### **Travel to Hendon Campus**

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

### **Public Transport**

Our Hendon Campus is well served by public transport with buses, London Underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL ([www.tfl.gov.uk](http://www.tfl.gov.uk)) and have a look at our directions and location map to help plan your travel:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

### **Parking**

There are currently Regular Parking Permits and Pre-Paid Parking options available to new joiners. Further details are available on the Travel and Transport page on the staff intranet. Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

### **Parking for Disabled Staff**

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

### **What Happens Next?**

If you wish to apply for this post please return to the portal and click on Apply Online.

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If you wish to discuss the job in further detail please contact Sunny Patel, Information Technology Support Manager, via email at: [s.patel@mdx.ac.uk](mailto:s.patel@mdx.ac.uk).