

IS Technician

Faculty	Faculty of Humanities and Social Sciences (www.strath.ac.uk/humanities/)		
Staff Category	Administrative and Professional	Reference No	80793
Reports To	Desktop Support Team Leader	Grade:	5
Salary Range:	£21,843 - £24,565	Contract Type:	Open Contract
FTE:	1 (35 hours/week)	Closing Date	Monday, 21 August 2017

Job Advert

The Faculty of Humanities & Social Sciences (HaSS) are looking to recruit a full-time IT technician to work within the IT support team and provide PC support to academic staff and postgraduate students.

Working both around campus and at our busy Faculty IT Helpdesk, providing support on a wide range of day-to-day IT matters, including installation of PC software and hardware, AV support, general fault finding, administering user accounts and permissions, along-with IT asset management and procurement duties.

You will have excellent communication and customer facing skills, working closely with Faculty staff to ensure IT equipment is properly supported in their teaching and research activity. The successful applicant will also have experience of working in an IT support environment, experience of providing 1st/2nd line software and hardware support for MS Windows systems and detailed knowledge of Windows 7 / Office 2010 up to latest versions.

The successful applicant will join a team of specialists who are responsible for managing Faculty IT systems and supporting academic colleagues in the use of technology. A flexible approach to work is required, with the team providing excellent customer service that includes evening and occasional weekend support.

Job Description

Brief Outline of Job:

Under the guidance and supervision of the Desktop Support Team Leader, you will be required to carry out the following duties, and any other relevant tasks:

Main Activities/Responsibilities:

1.	Responding efficiently and courteously to a range of IT/AV support enquiries from Faculty staff and PG students via walkup enquiry, telephone or email.
2.	Provide 1st and 2nd level IT support for a Microsoft Windows environment. Accurately categorising all support calls and entering these into the ITIL based ServiceDesk application.
3.	Deploy existing Windows 7/10 computer images to Faculty computers, performing additional software installation and user profile customisation as necessary.
4.	Hardware support for desktop/laptop and tablets devices, including installation, fault finding and 3 rd party logging.
5.	Creation of documentation and helpful instruction guides for users on a range of IT/AV related topics.
6.	Carryout office administration duties as required such as ordering consumables, financial reconciliation, email maintenance and electronic file organisation.

7.	Participate in a variety of IT administration tasks including, Active Directory user groups, access permissions, mailing lists, maintenance of IP address and asset databases and recycling of obsolete equipment.
8.	Responsible for IT Purchasing, ensuring applicable university procedures are followed, and liaise with external suppliers as required to ensure best value for money
9.	Working at all times to ensure high levels of customer care and quality of service are maintained in line with support team guidance, SLA's and KPI's.
10.	Any other duties within the remit of the role and a commitment to continuous improvement.

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 HNC/HND in a relevant subject area with some relevant work experience (or substantial equivalent work experience

D1 Evidence of continuing professional development, learning new skills and widening IT experience in previous roles

Experience

E2 Demonstrable experience of working in an IT support environment and delivering a high level of customer service

E3 Experience of providing 1st/2nd line software and hardware support for MS Windows systems

E4 Evidence of relevant experience of working as part of a team and on own initiative

D2 Previous relevant work experience in a Higher Education Institution

Job Related Skills and Achievements

E5 Detailed knowledge of Windows 7 / Office 2010 up to latest versions

E6 Excellent organisation, prioritisation and time management skills

Personal Attributes

E7 Excellent communication and interpersonal skills - able to engage well with a wide variety of end user requests

E8 Able to work flexibly, to provide support in the evening and occasionally at weekends

E9 Ability to work in a high paced environment and to tight deadlines

E10 Proactive, applies initiative to maintain progress and naturally organised and forward thinking

Other Relevant Factors

E11 Professional integrity – fair, tolerant, honest, consistent and understands personal impact

E12 Aware of the need for maintaining the confidentiality of sensitive information

Application Procedure

Applicants are required to complete an application form including the name of two referees who will be contacted before interview without further permission, unless you indicate that you would prefer otherwise. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Frazer Graham, HaSS IT Manager (frazer.graham@strath.ac.uk / 0141 444 8844).

Probation

Where applicable, the successful applicant will be required to serve a 6 month probationary period.

Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

Interviews

Formal interviews for this post will be held on Tuesday, 29 August 2017.

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.



Conditions of Employment

Administrative and Professional Services Staff Grades 3 to 5



1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises UNISON as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 3 to 5. Such terms and conditions may be varied by the University Court after negotiation and consultation with UNISON.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers. Members of staff may not accept outside paid work including personal consultancies without the permission of the University, which will not be unreasonably withheld.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at www.strath.ac.uk/publicinterestdisclosure. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 6 months. Further guidance on probationary procedures is published at <http://www.strath.ac.uk/staff/policies/hr/>.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at www.strath.ac.uk/hr.

2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 August each year, when the employee has a minimum of 6 full months of service, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

4. HOLIDAYS

Annual leave entitlement is 27 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, annual leave entitlement will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

Period of Continuous Employment at start of absence from work	Full Pay	Half Pay
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the

general University policy in this area please refer to the Sickness Absence Management Policy at www.strath.ac.uk/staff/policies/hr.

6. PENSIONS

At the start of their appointment, new members of staff aged under 75 will automatically be admitted to membership of the Local Government Pension Scheme (LGPS). If you are already in receipt of a pension from LGPS and your benefits relate to service prior to 01/04/2015 then you are required to notify the scheme of your new position regardless of whether you decide to remain a member of the scheme at the University of Strathclyde.

LGPS requires a contribution from the member and a contribution, as a percentage of pensionable pay, is made by the University. The contribution rates that currently apply can be viewed here: - <https://www.spfo.org.uk/index.aspx?articleid=14879>.

If your post is located out with the UK in an EU member state, then pension rules do not permit us to enrol you to the scheme.

New members of staff may opt out of LGPS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. Any member of staff choosing to withdraw from LGPS during their employment with the University, and who is withdrawing after three months' membership but with less than two years' membership, may be entitled to a refund of contributions (less any statutory deductions). Staff withdrawing from the Scheme with more than two years' membership are entitled to a deferred pension benefit. Any member of staff who wishes to opt out should contact the Pensions Team, Finance, in the first instance (pensions@strath.ac.uk).

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding LGPS can be found on the LGPS website - www.spfo.org.uk/index.aspx?articleid=14440

7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

8. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at www.strath.ac.uk/policies/hr or on request from Human Resources.

9. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least one month's notice, in writing, on either side, except during the probationary period when the notice period is one week. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term period it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the specified employment period.