

## Post Description

<b>Position</b>	<b>Technical Support Engineer</b>	<b>Position No.</b>	10378
Directorate/College/ Research Institute	Information Services		
Grade	6		
Contract type	Permanent		
Accountable to	Client Computing Infrastructure Manager		
Reports	N/A		
Internal stakeholders	Information Services staff, College IT Teams, Professional Services Teams, Community Administrators, Academic Staff and Students		
External stakeholders	Commercial Suppliers, Visitors		
Date reviewed	April 2024		

### Main accountabilities:

To deliver the Department's operational service provision for second line support of IS resources, primarily in End User Computing. The role holder will be part of a multi-functional team providing second line support of hardware, software, and network services.

The role is key to developing and implementing new services in response to emerging technologies and changes in university requirements.

The role holder will demonstrate a 'customer-first' ethos, embracing the challenge of becoming proficient in second line enquiries across multiple disciplines, sharing their expertise with peers and continuously exploring opportunities to enhance service.

The role holder will be available to assist Customer Services front line colleagues, as well as visiting staff and students across Campus and other buildings as necessary.

### Key duties and responsibilities:

#### 1. Service Delivery and Planning & Organising Resources:

- Be accountable for the effective, responsive and quality delivery of the Department's second line support services.
- Provide demand led coverage of second line services.
- Provide on call assistance to first line colleagues in the form of advice, guidance and technical support.
- Understand, and be able to undertake, basic first line support duties as required.
- Utilise tools and processes to manage workflow activities both into and out of the team.

- Adhere to ITIL compliant models and processes concerning service-related incidents and problem management.
- Monitor network and associated services using a variety of tools and platforms.
- Adhere to service definitions, KPIs, OLAs and other measurements used to monitor, benchmark and improve performance and services.
- Contribute to changes in services offered, utilising best practice and new technologies to meet the changing needs of our customers.
- Participate in training activities in relation to new technologies and services to ensure maximum benefit of these activities is realised.
- Being accountable for efficient installation and configuration of hardware and software in response to user requirements.
- Competent in working with multiple hardware and software device platforms including but not limited to Microsoft, Apple and Android.
- Comply with the Department's Health and Safety guidance, being proactive in addressing any issues in a timely fashion.
- Adhere to and promote compliance with the Brunel Acceptable Computer Use Policy, escalating incidents of non-compliance as appropriate.
- Be accountable for inspections of publicly accessible areas operated by Information Services, ensuring any faults, damage and risks to user safety are dealt with appropriately.

## **2. Analysis & Research:**

- Demonstrate a pro-active approach in relation to feedback, taking advantage of opportunities to gather information to inform continuous improvement of the service.
- Maintain awareness of the supported applications, utility software, recommended hardware and networks in use within the university, keeping informed and trained to be able to support users, isolate faults and identify common user problems.

## **3. Communication; Liaison & Networking:**

- Contribute to the production of technical support documentation as required.
- Contribute to service-related projects and events.

## **4. Teamwork and Motivation/Team Development:**

- Being accountable for work escalated from the frontline service in relation to systems, software and networking, identifying trends and common issues, and sharing knowledge to increase the effectiveness of the team.

## **5. Decision Making Processes & Outcomes and Initiative & Problem Solving:**

- Diagnose and resolve common networking, software and device faults.

## **6. Teaching & Learning Support:**

- To support and occasionally provide training or guidance to other staff working within the Department
- Identify opportunities to provide training for end users elsewhere in the business, compiling and delivering the training to ensure users are empowered to support themselves and their business unit(s) where possible

## **7. Sensory/Physical demands & Work Environment**

- Office based with significant requirement to conduct field visits and transport hardware. Must be able to transport equipment safely, such as monitors, laptops etc.

## **8. Pastoral Care & Welfare:**

- Responsible for contributing to the wellbeing and welfare of all colleagues and customers.

### **Effective Behaviours**

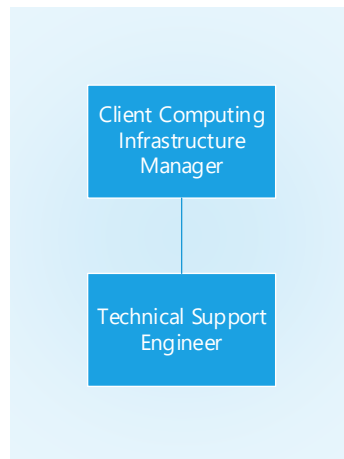
- Timeliness
- Meeting Deadlines
- Communication and Networking
- Networking group across colleges
- Ability to negotiate and influence
- Ability to plan and organise own workload
- Ability to adapt to a flexible approach to the demands of a busy College/Department in order to accommodate changes in priorities when required
- Cover for colleagues in their absence as appropriate
- Participate in meetings and attend training events as necessary, supporting the department / college with any introduction to new technologies, enhancements to process or changes to day to day management of administration

### **University Employment Policy:**

1. Undertake any other reasonable duties as required and commensurate with the grade of post.
2. Adhere to and comply with the provisions of the Data Protection Act and the Health and Safety at Work Act in accordance with University policies.
3. Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities to help foster a diverse workforce.
4. Adhere, comply and work in accordance with University and Departmental policies, procedures and codes of conduct.

5. Promote the University's Environmental Policy and demonstrate commitment to it through actions and decision making.
6. Actively participate in on-going professional development activities as requested

## Organisational Chart



Disabled applicants meeting the Essential criterion will be guaranteed an interview as part of the University's commitment to the Disability Confident Scheme.

## Person Specification

Attributes	Criteria	Essential /Desirable	How measured
Education, qualifications & training	A-levels	D	Application form Interview
	Relevant Higher or Further Education	D	
	Formal computing training	D	
Experience	Customer Service	E	Application form Interview
	Proven experience working in a computing service environment	E	
	Some work experience gained within a Higher or Further Education environment	D	
	At least one years' practical experience in the installation and maintenance of hardware and software	E	
	Experience of administering resources effectively	D	
	Proven experience of dealing with customers of many types, e.g. students, academic staff or executive professional staff.	E	
Knowledge, skills and abilities	Sound level of knowledge in both Microsoft Windows and "Office-type" software	E	Application form, interview
	A good understanding of PC Hardware, networking, and peripherals	E	
	Awareness or speciality in commonly used software packages	D	
	Knowledge of, and experience in using Microsoft Windows Operating System	E	
	Knowledge and use of an on-line Service Desk system	D	
	Awareness of key issues in Higher Education	D	
	Strong analytical, interpersonal, problem-solving and self-management skills	E	
	Excellent communication skills, both verbal and written	E	

	Ability to handle confidential data	E	
	Excellent team working and organisational skills	E	
	Ability to work in a systematic and orderly manner, managing work within timescales and ensuring a task's progress is documented clearly	E	
	Ability to perform manual handling tasks in a safe, efficient and responsible way	E	
	Ability to work independently and flexibly in different locations around campus	E	
Additional Attributes Required (not included above)	Ability to co-ordinate and motivate a team	D	Interview
	Ability to work effectively with staff at all levels and with varying IT comprehension	E	
	Ability to work effectively and calmly under pressure to tight/conflicting deadlines.	E	
	Flexibility and ability to use initiative and discretion	E	
	Flexibility and willingness to work beyond normal office hours occasionally when required by IS management.	E	
Additional Requirements	Display Screen Equipment User	E	Interview
	Manual Handling	E	
	Prolonged sitting and standing e.g. 1 hour plus	E	

## Job Hazard Assessment Form (JHF)

This form is completed by the Recruiting Manager as part of the Job Description as it is essential that any identified hazards have undergone appropriate Risk Assessments. The Health & Safety office should be contacted for advice if required.

Job description attached (must incorporate identified hazards)			
Please tick all relevant workplace hazards identified with this position. Currently the University, as a minimum runs Health Surveillance programmes for staff working with skin and respiratory sensitizers, Biological Agents Class 2 and above and GMOs.			
<input checked="" type="checkbox"/> Display screen equipment	<input checked="" type="checkbox"/> Manual handling	<input checked="" type="checkbox"/> Prolonged standing e.g. 1 hour plus	<input checked="" type="checkbox"/> Prolonged sitting e.g. 1 hour plus
<input type="checkbox"/> Biological agents: Class 2 and above and GMO Class 1	<input type="checkbox"/> Human blood, tissue or fluids	<input type="checkbox"/> Respiratory sensitizers or laboratory allergens e.g. animals	<input type="checkbox"/> Skin Irritant/Chemicals
<input type="checkbox"/> Work in confined places	<input type="checkbox"/> Ionising radiation	<input type="checkbox"/> Noise (more than 80 dba-8 hrs. taw)	<input checked="" type="checkbox"/> Lone working
<input type="checkbox"/> Use of dangerous machinery	<input type="checkbox"/> Electrical hazards	<input type="checkbox"/> Shift work/night work	<input checked="" type="checkbox"/> Work outdoors
<input type="checkbox"/> Neck & arm vibrating equipment	<input type="checkbox"/> Fork lift truck driving	<input type="checkbox"/> Work at heights	<input type="checkbox"/> Lasers
Any other hazards (e.g. food handling) please specify and ensure that appropriate guidance has been received from the Health & Safety office:			
Physical demand of the job:	<input checked="" type="checkbox"/> Lifting	<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Bending <input checked="" type="checkbox"/> Pushing
If lifting/carrying duties expected, please give details of heights/weight load(s) the individual is expected to lift/carry and frequency: Lift PCs and Monitors up to 15kg. Push Cages of equipment to 40kg. Frequency: variable but could be continuous for specific tasks.			
Travel/Off-site working:	% of time: 0	<input type="checkbox"/> UK	<input type="checkbox"/> Overseas
Driving for work:	<input checked="" type="checkbox"/> None/Occasionally	<input type="checkbox"/> Daily	<input type="checkbox"/> Weekly
Management responsibility:	<input type="checkbox"/> Supervisor		<input checked="" type="checkbox"/> Non-supervisory
Hours of work:	<input checked="" type="checkbox"/> Full time		<input type="checkbox"/> Part time ..... hours
<input type="checkbox"/> Non-standard contractual hours? (evenings/weekends)		<input type="checkbox"/> Night work	
Frequency, number of hours, type of work outside standard hours: .....			
Other – including occasional or possible work hazards (please specify nature and frequency):			