

IT Support Engineer

Job Specification

Date created: January 2024

JOB DESCRIPTION

Employment status:	Permanent, full time
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m.
Location flexibility:	The place of work for this role is Horizons based , with the majority of your working week spent at our office in Reading and the rest at your home*; the exact split of days/hours is negotiable but must include a minimum of 3 working days per week spent at Horizons. However, you may work more in the office should you wish. <i>*Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document</i>
Department:	Deputy Vice Chancellor
Line manager:	Hayley McCall, IT Service Delivery Manager

Role summary

This is a fantastic opportunity to work within the IT Operations team, assisting with the provision, support, and management of all UCEM IT systems. The systems support a core staff group of approximately 300 people, plus around 300 Associate Lecturers and 4,000 students. Your primary role is IT support, responsible for ensuring the service desk provides an excellent service for all UCEM students and staff.

This is a brilliant opportunity for anyone looking to expand on their IT knowledge and experience working in Higher Education. We also offer the opportunity to complete an apprenticeship in the future to support your ongoing development, which will be fully funded and supported by UCEM.

Role accountabilities and responsibilities

- Manage incoming incidents and service requests within the service desk system.
- Respond to all support requests within the defined Service Level Agreement (SLA).
- Ensure that the customer is continually updated throughout the lifecycle of their ticket.
- Follow IT procedures, processes and guidelines to set up new starters, changes or leavers.
- Adhere to escalation/triage procedures ensuring that specific types of incidents or requests are assigned to the appropriate individual, team, or manager.
- Collaborate with the team and other departments to achieve common goals.
- Create and update relevant records to maintain operational efficiency.

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Line management responsibility:	NO
Budget responsibility:	NO
<u>In this role you will liaise with:</u> Internal staff, Associate Lecturers, Students, 3 rd Party Suppliers and Contractors	

PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Grade C/4 or above	X		X		
Further qualifications in IT/Technology		X	X		
ITIL Foundation		X	X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application</i>					
Previous experience	Essential	Desirable	A	I	T
Previous experience in a similar/technical role	X		X	X	
An understanding of configuration of hardware; laptops and peripherals	X		X	X	
Experience with Active Directory	X		X	X	
A strong understanding of Microsoft Office applications and using Office 365 Admin Centres	X		X	X	
Experience of using Intune Endpoint Management		X	X	X	
Strong understanding of basic networking, AV equipment setups and webinars		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Knowledge of Windows 10/11 operating systems	X		X	X	
Strong communication and listening skills, with a commitment to providing excellent customer service	X		X	X	
Effective time management and organisational skills	X		X	X	
Ability to prioritise workload and take initiative	X		X	X	

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A positive and enthusiastic team player	X		X	X	
Enthusiasm for the latest technology advances	X		X	X	
Knowledge of maintenance of servers 2016 – 2022		X	X	X	
Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: https://www.ucem.ac.uk/core-values/	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, EDI, and Anti-bullying, Harassment and Sexual Misconduct	X			X	

PAY & BENEFITS

- Salary up to £25,000 per annum.
- Opportunity to complete an apprenticeship alongside this role in the future, fully funded by UCEM.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme, as well as the SilverCloud mental health platform. Several UCEM employees are trained Mental Health First Aiders and can support staff.
- Car parking may be available at our Horizons office; this depends on your designated place of work and working pattern, as well as parking availability; you may ask to join the waiting list. Do not assume you will have parking when you start employment; you must plan for alternative travel to work if attending Horizons.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to two learning platforms.

On the Join the team page of our website, you will find the full list of employee benefits at UCEM

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APPLICATION PROCESS

IMPORTANT! All job applications must be sent to recruitment@ucem.ac.uk and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. In addition, if you apply for this job on the recommendation of an existing UCEM employee, please make sure to mention their name within your application **and** that the recommendation was part of the Employee Referral Bonus Scheme.

To apply for this role, please send the following to recruitment@ucem.ac.uk (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability* for the role; AND
3. A completed **Recruitment Check Form** which is available from the *Current vacancies* page of our website.

The above items constitute a complete job application. *We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable university. We recommend you visit our website to find out more about our sustainability strategy: <https://www.ucem.ac.uk/sustainability/>

Internal applicants are advised to inform their line manager of their application.

NO AGENCIES: We are not using agencies for this vacancy, and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Hayley McCall on 0118 467 2430 or email h.mccall@ucem.ac.uk

For any other enquiries please contact HR on 0118 467 2454 / 2433 or email recruitment@ucem.ac.uk

Closing date and next steps

Thursday 15 February 2024 at 5pm.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

Interview details

Initial interviews are scheduled to take place on Monday 26 and Tuesday 27 February 2024.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom or Microsoft Teams, however we may invite you to visit our Reading office. Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.

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Equality, diversity, and inclusion

Here at UCEM we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.