

Appointment details
IT Service Desk Supervisor

Job Ref: R170415

Closing Date: 23.59 hours BST on
Friday 29th September 2017



EXCELLENT
DIFFERENT
DISTINCTIVE
ASTON



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Founded in 1895 and a University since 1966, Aston is a long established research-led University known for its world-class teaching quality and strong links to business and the professions. Professor Alec Cameron became Vice Chancellor of the University in 2016, building on a strong legacy left by the Baroness Brown of Cambridge.

Outstanding graduate employability

Aston has been a leading university for graduate employment success for over 25 years. More than 80% of Aston graduates go on to a graduate level job within six months. The majority of Aston students choose to take an integrated placement year or year abroad, making them very attractive to employers. We have strong relationships with national and international graduate employers, as well as smaller and local employers. These relationships are extremely important and make a real contribution to graduate employability.

Career focussed programmes

Aston's close and established links with business, the public sector and the professions ensure that our career focussed degree programmes are inspiring, challenging and constantly updated to equip students with essential work-related skills and experiences.

Excellence in teaching and research

We are committed to high quality teaching and academic excellence, ensuring we provide the highest standard of education to our students. Aston has an excellent reputation for research which shapes and improves lives. We're proud of the quality of our research and the real world applications developed as a result – it makes a substantial and beneficial difference to people, organisations and society.

Aston's four academic Schools offer a range of undergraduate and postgraduate degree programmes, and also work with the public and private sectors to develop tailored Foundation Degree programmes.

International

Aston University is a popular choice for international students. We recognise and welcome the important academic contribution and cultural diversity international students bring to our university environment. Students from over 120 countries study at Aston University each year

Aston University is ranked 29th in the world and 9th in the UK as one of the 'most international universities in the world.' (The Times Higher World University Ranking, 2016-17).

Birmingham – one of Europe's liveliest cities

Birmingham is internationally recognised as a leader in leisure, entertainment, shopping and sport. It is an international centre for business, commerce and industry, housing numerous UK and overseas banks and law firms. Birmingham attracts 25 million visitors each year and contributes billions to the national economy through manufacturing and engineering.

The University campus is located in the city centre making it very accessible to an extensive network of motorways and railways.

A green, sustainable campus

Located in the heart of a vibrant city, our 40 acre campus houses all the University's academic, social and accommodation facilities for our 14,355 students. All staff have the opportunity to contribute to our sustainability agenda and practices.



Welcome from Alan Charters

Dear applicant

I am delighted that you are considering applying for this position at what is a particularly exciting time for Aston University, and an incredibly challenging time for the Higher Education (HE) sector. The HE sector is currently experiencing an unprecedented scale and pace of change, combined with a high degree of ambiguity and uncertainty.

Whilst there are some ‘knowns’ - HEFCE funding for both teaching and capital investment has experienced dramatic reductions, the impact of the UK’s new visa regime on international student numbers - there are equally important ‘unknowns’ - to what extent will student expectations rise as a result of the increased fees. Universities who are able to adapt swiftly to a changing and increasingly competitive market will thrive.

Aston is well positioned for the future. Our vision ‘Employable Graduates; Exploitable Research’ not only inspires and motivates students, but speaks to business and governments, who will increasingly look to Aston for ideas and partnership.

I look forward to receiving your application, and learning more about how you feel you can contribute to Aston’s continuing success.

A handwritten signature in black ink, appearing to read "Alan Charters".

Alan Charters
Chief of Operations and Estates

► University values

All staff are expected to demonstrate / promote the University's values and expectations, which are an integral part of our 2020 strategy and underpin the culture of the University. Our vision is to be the UK's leading University for business and professions, where original research, enterprise and inspiring teaching deliver global impact. More information about the university's values is available at www.aston.ac.uk/staff/working/dare-to-succeed/values/

In addition, our leaders are expected to be accountable, help to execute strategic visions of the University, share and set clear expectations that inspire those around them. Further information on our leadership expectations can be found at: <http://www.aston.ac.uk/EasySiteWeb/GatewayLink.aspx?alld=158042>



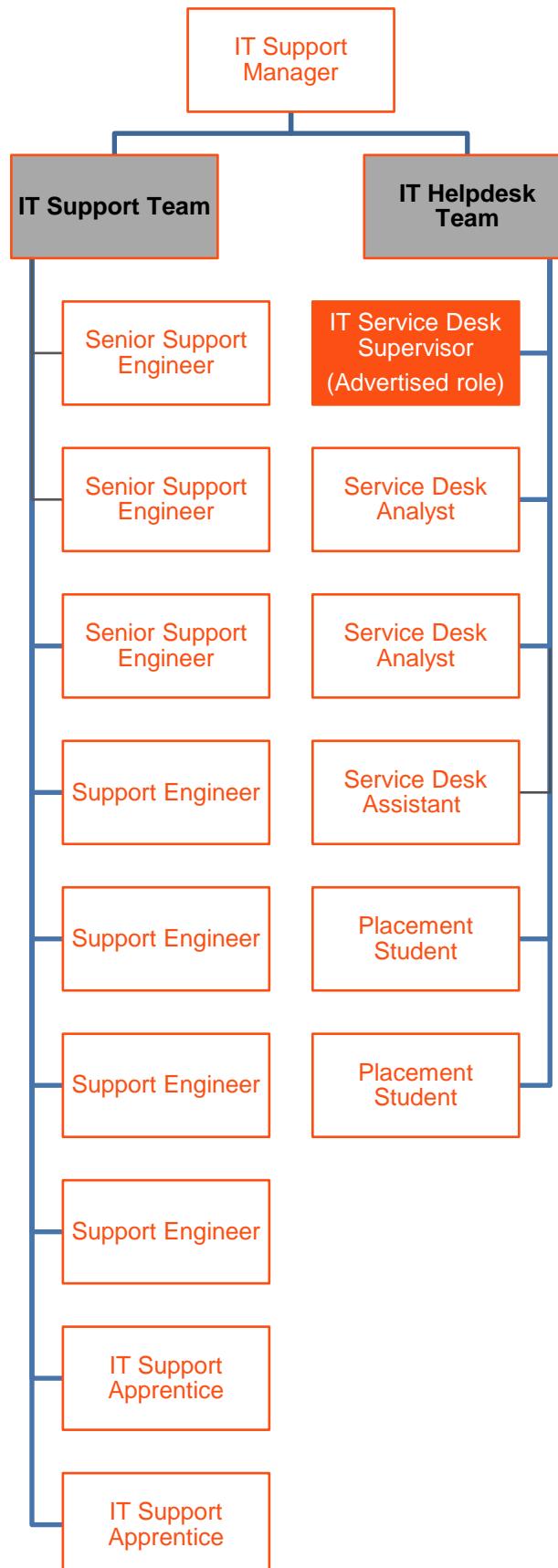
► Staff expectations

All staff are expected to;

- ▶ Be committed to delivering high performance
- ▶ Recognise and praise the high performance of others
- ▶ Remain open to new ideas and seek to act quickly for positive change
- ▶ Develop themselves, and support the development of others
- ▶ Be ambitious, for themselves, their teams and the university
- ▶ Engage with others, listen, observe and communicate
- ▶ Focus on excellent customer service, finding solutions and saying "yes"
- ▶ Make reasoned decisions without fear of blame
- ▶ Engender trust through their own actions
- ▶ Be fair in all matters

► IT Services

Team Structure



► Job description

- ▶ To support and supervise the delivery of a high quality customer focused IT service to all University users and oversee the efficient day-to-day operation of the IT Helpdesk Team.

Responsibilities

- ▶ Taking responsibility and ownership of the services in use, organising effective monitoring, support and reporting including effective communication with colleagues and students using these systems.
- ▶ Supporting other members of the team in the normal course of their duties, providing assistance and guidance where necessary in line with University procedures and guidelines
- ▶ Supervising the team to include performance and absence management.
- ▶ Monitoring the day-to-day activities of the team
- ▶ Providing effective day to day support, responding to enquiries and resolving IT related issues
- ▶ Managing call escalation and acting as owner to enquiries
- ▶ Having a broad oversight of the technology solutions in use across the University.
- ▶ Developing and maintaining effective working relationships with internal and external stakeholders
- ▶ Representing the team and department in internal/external meetings as required
- ▶ Working closely with academic and other colleagues across the University to help embed technologies to support University activities
- ▶ Staffing the IT helpdesk as required
- ▶ Participating in the procurement, recording and deployment of equipment across the University including the maintenance of inventory data and/or a CMDB
- ▶ Participating in the development of IT related strategies and policies
- ▶ Working with other IT staff, University staff and external contractors, to produce accurate and concise documentation for both internal and external use.
- ▶ Leading in the development of guidelines and production of advice for IT users for distribution via the University Intranet.
- ▶ Assisting in the management of PC desktops, laptops, printers, handhelds, smartphones, tablets and AV equipment across the University.
- ▶ Providing technical information and guidance for staff and students with respect to the use of a broad range of technologies and systems;
- ▶ Interpreting requirements of users in an appropriate and sensitive way with due regard to the diverse range of skills and levels of understanding of users.
- ▶ Supporting the development and implementation of systems and processes that facilitate the operational aspects of the IT Helpdesk and IT Support services.
- ▶ Exploring networking opportunities within and outside the University. Including liaison with suppliers in relation to the procurement of technology solutions including working on bids, tenders, procurement and reviews of supplier performance as directed.
- ▶ Working flexibly to support the requirements of the service and to ensure that the office is covered during opening hours.
- ▶ Effectively planning, prioritising and organising daily tasks.
- ▶ Identifying and implementing best practice in the University and outside and keeping up to date on new developments in related technologies
- ▶ Keeping up to date on current IT trends, developments, innovations and equipment, used in desktop operating systems, software, network operating systems & software, security & anti-virus software and network hardware and disseminating best practice within the team and the wider department.

- ▶ Carrying out the responsibilities of the post with due regard to the University's Equal Opportunities and Diversity Policies.
- ▶ Demonstrating enthusiasm and positive working attitude when dealing with queries around the use of these and related technologies; to be an advocate for their use.
- ▶ Working flexibly as part of the operational rota which ensures that the office is covered from 8am to 6pm and possibly including evening and weekend working.
- ▶ Utilising designated University systems to accurately maintain and produce concise documentation for both internal and external use.
- ▶ Ensuring compliance with the University's Health & Safety and other relevant policies
- ▶ Undertaking any other duties commensurate with the grading of the post as required.
- ▶ Participating in the University's Personal Development Review System.
- ▶ Participating in professional development activities relevant to the post.

General Requirements & Working Conditions

- ▶ This job description is not intended as an exhaustive list of duties and duties may be reasonably varied in accordance with operational requirements.
- ▶ The role involves frequent working in variable conditions (server rooms) on the floor under desks, stretching over desks or in on-site plant rooms (network equipment management in wiring closet locations).
- ▶ Some lifting and manual handling of heavy IT equipment such as PCs, personal and workgroup printers is required on a daily basis, with use of trolleys
- ▶ Wearing of the standard IT uniform as supplied is a requirement of the role.
- ▶ Flexible working will be required at periods of peak demand, which may include occasional evening and weekend working.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.



► Person specification

	Essential	Method of assessment
Education and qualifications	<p>Degree level qualification or equivalent</p> <p>Service Desk Analyst certification</p>	Application form
Experience	<p>Experience of managing front line and second tier support teams</p> <p>Experience of providing advice and support to users</p> <p>Experience of working closely with academic and other University colleagues to help embed learning technologies.</p> <p>Experience of preparing and delivering training</p> <p>Experience of developing proposals for new technologies of procurement and in reviews of supplier performance.</p> <p>Significant project management experience</p>	Application form, interview
Aptitude and skills	<p>Excellent verbal communication and interpersonal skills</p> <p>Proficient in the use of a range of IT packages and computer based systems including MS Office.</p> <p>Highly organised with a methodical approach to work and ability to prioritise their own workload and that of others</p> <p>Must demonstrate excellent customer focus</p>	Application form, interview
	<p>Flexible & positive attitude</p> <p>Ability to demonstrate initiative and independent complex problem solving skills</p> <p>Open minded and willing to embrace alternative views</p> <p>Must demonstrate a willingness to undertake training in support of the role</p> <p>Demonstrable ability to work on own initiative as well as part of a team</p>	Interview

	Desirable	Method of assessment
Education and qualifications	<p>Postgraduate qualification in a technical subject or relevant experience in a comparable role</p> <p>Service Desk Manager certification</p> <p>PRINCE 2 Certification</p> <p>ITIL Foundation</p>	Application form
Experience	<p>Experience working in an educational environment</p> <p>Experience of supporting students and/or staff in an academic or study skills environment.</p> <p>Experience using Agresso Finance Management System or a similar financial system</p> <p>Experience of systems integration</p> <p>Experience of preparing documentation</p> <p>Experience working with a variety of mobile devices</p>	Application form, interview



► Salary & benefits

This post is offered on a **permanent** basis. The appointment is Grade 7 and the salary range for this grade is £25,728 - £30,688 per annum.

Holiday entitlement 30 days per annum, in addition to 13 days public and university holidays.

Pension Eligible staff are offered membership of the University Superannuation Scheme which is a hybrid pension arrangement. For further information please visit www.uss.co.uk/members/members-home.

Contribution pay The University's Performance Development and Reward Scheme provides for salary enhancement for staff who are considered to be performing at an exceptional level on a consistent basis.

Relocation Aston University aims to recruit the most talented individuals. This policy is intended to support this aim by providing assistance to new employees who have to relocate to take up a position. This policy applies to staff appointed to a position from 1 January 2014 at grade 7 (salary point 25) or above on an open-ended contract or to a fixed term position of two years or more, and who have to relocate their place of residence in order to take up the appointment. Positions which are externally funded fall outside of this policy. Individuals may be eligible to claim costs in line with the relevant funding arrangements.

Visit our website: aston.ac.uk/hr for full details of our [salary scales](#) and the [benefits](#) Aston University staff enjoy.

► How to apply and the selection process

Please visit our website aston.ac.uk/jobs to apply online. If you do not have internet access, call 0121 204 4500 and leave your name and address quoting the job title and reference number.

Closing date for applications 23.59 BST on Friday 30th September 2017

Interview date To be confirmed

Please contact Stephen Colden, IT Support Manager for an informal discussion about the role.

Tel: +44(0) 121 204 4435 Email: s.j.colden@aston.ac.uk

If you would like information on the progress of your application, advice on any aspect of the appointment process, or a conversation about our terms and conditions of service, please contact:

Anne-Marie Lokwiya
HR Business Partner
+44 (0) 121 204 5385
a.lokwiya@aston.ac.uk

► Outline terms and conditions of the appointment

Qualifications	Successful candidates will be required to produce evidence of their qualifications upon joining the University
Medical clearance	It is a condition of appointment that newly-appointed staff receive medical clearance from the University's Health Centre.
Eligibility to work in the UK	Candidates who are not citizens of the United Kingdom, or of another EEA member country, should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website https://www.gov.uk/browse/visas-immigration/work-visas . Before applying you should ensure that you meet the requirements, including meeting the English language standards. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.
Document checks	As a result of the implementation of sections 15 to 26 of the Immigration, Asylum and Nationality 2006 Act on 29 February 2008, the University requires all prospective and, in some cases, current employees, to provide documentation to verify their eligibility to work in the UK. Further information about these requirements can be found on the UK Visas and Immigration website .
Equal opportunities	Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes, that we encourage applications from all groups represented in the wider community at a local, national and international level. The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against students or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career at Aston. An Equal Opportunities Monitoring Form is included with the application form.
Data Protection Act 1998	Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Code of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.
Disclosure and Barring Service (DBS)	Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for is listed as an exception under the act.



**Aston University
Employable Graduates
Exploitable Research**

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