JOB DESCRIPTION
Facilities Systems Support Assistant
Vacancy Ref: N2640

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Facilities Systems Support Assistant</th>
<th>Present Grade: Grade 4S</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Facilities Business Services Support Team</td>
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<tr>
<td>Directly responsible to:</td>
<td>Systems Support Officer</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>N/A</td>
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</tbody>
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Other contacts

Internal: Facilities Division staff including Space Manager and Facilities Leadership Team, Maintenance Supervisors, Safety & Compliance team, Information Systems Services (ISS) Division, Procurement department.

External: Contractors where necessary, software suppliers, service providers.

Purpose of the Job:

To support the Systems Support Officer, Space Manager and wider Facilities Business Services Support Team in the services they provide to the Facilities Division. This role primarily supports the administration, maintenance and development of the Integrated Workplace Management Solution (IWMS – Planon), the Facilities SharePoint site and subsites and other IT systems.

Provide first line support to colleagues in Facilities and direct them accordingly where direct support cannot be offered in the first instance.

Major Duties:

1. Administration and support of several key areas of Planon, including accurately maintaining space data & CAD uploads, asset register, planned preventative maintenance definitions and schedules.

2. To assist with the testing of software upgrades, identifying changes and liaising with software suppliers to resolve issues in a timely manner.

3. To assist with the training and support of all IT systems employed by Facilities, for example Planon, Sharepoint and Tableau.

4. Administration, support and development of the Facilities SharePoint site, including subsites i.e. 45001 Safety and Compliance site, 14001 Environment Management Site and individual Estates Development, Engineering and Maintenance, Commercial Services and Service Delivery Team sites.

5. Responsible for maintaining and assisting in the development of the Campus MazeMap digital wayfinding platform.

6. Work closely with the Space Planning Manager and CAD Coordinator to ensure space data for the University is accurately updated.

7. To assist with queries relating to mobile devices, liaising directly with the University’s mobile network service provider and placing orders through Procurement where necessary.

8. To provide cover for the Systems Support Officer.

9. Provide support for the wider Business Services Support Team assisting with administrative related tasks.
10. Provision of information in an appropriate format from database systems upon request.

11. To undertake other duties commensurate with the grade of the post and as directed by the Head of Business Services Support or nominated representative.

12. At all times to carry out your responsibilities with due regard to the University’s policies and procedures.