

JOB DESCRIPTION
IT Engineer
Vacancy Ref: N2695

Job Title: IT Engineer	Present Grade: 5S
Department/College: Information Systems Services – Faculty IT	
Directly responsible to: Service Desk Manager or Faculty IT Manager	
Supervisory responsibility for: N/A	
Other contacts Internal: Members of ISS, Members of the Operations Team, Users (staff and students) of computer systems and of AV and VC systems External: IT and AV System suppliers	
Major Duties: Responsible for: <ul style="list-style-type: none"> a) Supporting the operation and development of the ISS Service Desk; b) The provision of Information Technology and Audio Visual support for staff and students; c) Support for PC and AV equipment in PC Labs and teaching spaces. 	
Major Responsibilities 1. General (part 1): <ul style="list-style-type: none"> a. Identify commonly encountered user problems and work with ISS colleagues to address these at source. b. Work to appropriate service levels with defined quality of service metrics that will enable ISS to maintain and demonstrate high quality of service provision. 	
2. Service Desk: <ul style="list-style-type: none"> a. Support the day to day operation of the ISS Service Desk so that our users receive timely and actionable advice this includes updating Service Desk information sources, including finding and documenting solutions to known problems. b. Take referrals from the Desk via information systems and also via mobile phone in the case of urgent problems, resolving problems and recording progress and outcomes in the Service Desk's information systems. c. Support the development and operation of the ISS Service Desk in the context of ISS's services and compliance with ITIL best practices. 	



3. IT and AV Support:

- a. Installation and maintenance of IT hardware and software
- b. Installation and maintenance of Audio Visual, including video conference, equipment
- c. Offer second-line user support in the use of IT and AV.
- d. Fault diagnosis and subsequent resolution, referral and recording of outcomes

4. Professional Development:

- a. To demonstrate a commitment to ongoing professional development.

5. General (part 2):

- a. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times.
- b. To manage other activities that may become the responsibility of User Services through evolution, growth or restructuring.
- c. Such duties appropriate to the grade as may be directed by the Director of Information Systems Services or nominated representative.