

Job Description

Position / Job Title:	User Support Supervisor (Internal Only)
Ref:	ITS223/000502909
Location/Building:	University Wide
Faculty/Professional Service:	IT Services
Group/Section:	User Support Team
Normal Hours per Week:	1 FTE (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	6
Accountable to:	IT Service Manager
Special conditions:	Will be required to work from at both campuses as required. Will be required to carry a mobile phone and be contactable at reasonable times. May be required to provide support during unsociable hours and on occasional weekends. Will be required to travel to remote sites including student residences, partner institutions & workers at home.

Job Purpose

Supervise a team(s) providing and maintaining a high quality client focused service for the installation, maintenance and operational support of client based computer, tablet, telephone and AV systems and to oversee the day-to-day co-ordination of field based technical support activities to ensure a consistent and timely service is provided to all end users in the University, both on and off campus (within halls and to home-workers)

In conjunction with the User Support Team Manager proactively manage day to day activities, service level monitoring and second line support to incidents and service requests that require specialist or local resolution, to ensure delivery of all services within agreed service and operational level targets and to agreed quality standards.

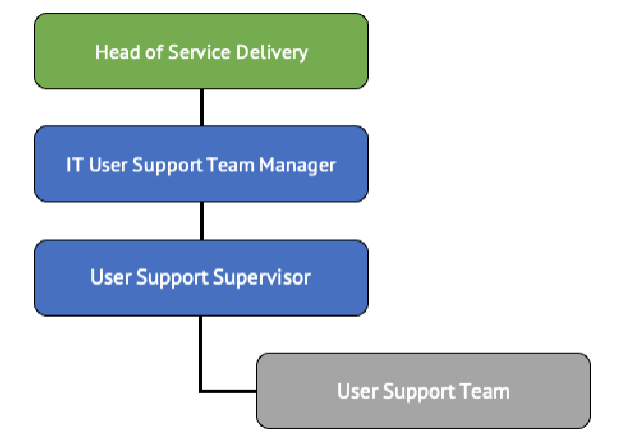
Provide support and guidance for University students in connecting a diverse range of devices to the University network, with particular focus on their connection from student accommodation - both BU owned and University lets. To underpin this support with a quality user focused computer support service for all, initially focusing on first year students.

Main Responsibilities

1. Manage day-to-day activities of the team and guide and support the response to incident resolution and service request management, ensuring prioritisation based on user impact and within agreed service targets
2. Manage, maintain and replenish a stock of standard computing kit. Ensuring all assets are accounted for and regular checks are in place to make sure processes are being followed.
3. Provide effective installation and configuration of supported hardware, software and associated peripherals to agreed standards and procedures and ensure all University assets are labelled, recorded and tracked through their lifecycle.

4. Manage supplier and customer communication for user services provided to BU.
5. Ensure that all UniLet properties are ready and functionally connected with appropriate user documentation in place for the start of each September term.
6. Plan, advertise and manage computer support surgeries for students, focusing on first year students.
7. Liaise with and organise support visits for University homeworkers, partner institutions and staff/students with additional support needs.
8. Collaborate with other IT team leaders, manage resources and allocate tasks to deliver the day-to-day co-ordination of operational support activities and as appropriate, as part of delivery of new projects/deployments.
9. Deputise for User Support Services Team Manager.
10. Provide technical support and guidance for the Service Desk to achieve effective fault diagnosis and incident resolution.
11. Liaise with the Problem Manager to identify incidents requiring follow up problem diagnosis and resolution and advise/escalate as appropriate.
12. Develop user documentation, both written and web based, to assist students and staff in connecting to the network using AV equipment and other provided services.
13. Ensure on-going training and skills are maintained in line with business needs and awareness sessions are provided as part of the change management process where new services/technologies are implemented or where deployments may affect the activities of the team.
14. Adopt and implement new procedures and tools to automate manual based activity across the team, to ensure a value-based culture and improvement to service delivery and quality.

Organisation Chart



Challenges

- Managing and maintaining a BAU stock for IT and AV
- Staying abreast of new and emerging technologies
- Providing consistent connectivity, support and surgery sessions for a diverse range of devices and technologies
- Ensuring all student connectivity services are in place and ready before the start of each term
- Identifying, tracking and supporting first year students in specified accommodation

Contacts

Internal:

All staff and students

External:

Staff of partner institutions Suppliers up to management level Out of hours support desk provider

Partner Institutions, external support companies / suppliers and parents of current and prospective students

Information Governance Responsibilities**Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The post-holder may be required to:

- attend training courses away from the University
- carry a supplied mobile phone and be contactable at reasonable times
- will be expected to work unsocial hours as required by projects (inc weekends / bank holidays)
- will be expected to supervise and manager Partners / Suppliers

When on-call, staff must:-

- be expected to be within one hour travel time of the University.
- be fit and available for work at all times.
- be available for contact at all times and mindful of areas where mobile reception is poor.

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

NOVEMBER 2023



Person Specification

Position / Job Title: User Support Supervisor (Internal Only)	Position No: ITS223/000502909
Faculty / Service: IT Services	Date: November 2023
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Substantial experience working in an IT Service environment with an understanding of IT Service provision in Higher Education.	E
A degree in an appropriate subject or equivalent professional / academic experience	D
Experience of using and supporting a variety of IT Systems Hardware, Applications and Operating Systems	E
Understanding of Networking including TCP/IP networking Fundamentals	E
Broad knowledge of networking & server technologies	E
Awareness and interest in current & emerging technologies	E
Good level of computer literacy, including working knowledge of Microsoft Office	E
Understanding of the ITIL Service Management processes & concepts	E
Appreciation and understanding of Health & Safety in the workplace.	E
Skills	
Leadership and Interpersonal skills	E
Excellent organisational and administrative skills	E
Excellent written and verbal communication skills	E
Analytical and problem solving skills	E
Ability to prioritise & manage busy workloads & work to tight deadlines	E
Experience of writing user & technical documentation	E
Attributes	
Team worker with ability to work independently	E
Self-motivated, enthusiastic and Flexible	E
Ability to multi-task	E
Ability to work under pressure	E