



Technical Services Officer

Reference: EHA0254-0823
Salary: £30,487 - £32,982 per annum
Grade 6, Points 23 – 26
Contract Type: Permanent
Hours: Full Time (36.25 hours per week)
Location: Ormskirk

Accountable to: Director of IT Services

Reporting to: Head of Technical Services



About the Role

A key position within the IT Services department, the post holder has a university wide responsibility for the technical support, development, and operational delivery of Technical IT Services to a University and stakeholder community of over 20,000 users.

As a member of the IT Services, Technical Services team, the Technical Services Officer provides an essential role in developing and implementing MS Operating Systems and a wide variety of applications for all University stakeholders, – all of which are increasingly essential to the growth and success of the University.

Reporting to the Head of Technical Services, the post holder will have responsibility for the technical management, support, implementation, operational delivery, and proactive development of all PC operating systems (MS Windows) and application implementation / delivery and support.

In addition, the post holder will liaise and collaborate with System Owners, other IT Services teams, client departments and expert users across the University, as well as external suppliers, maintainers, and solution providers.

The post holder will combine technical expertise with a commitment to excellent customer service. Proven knowledge in the support of IT services and applications is essential, as is an awareness of relevant IT platforms and environments.

Based at the Ormskirk campus, this role has University-wide responsibility for the technical development, management, delivery, and support across all sites, at outreach locations and online.





Duties and Responsibilities

1. To assist in the technical development, implementation, management of IT Services desktop solutions to over 20,000 users across all sites, at outreach locations and online.
 - a. Defined services, systems and solutions include (but not exclusively):
 - b. MS Windows - Development and Support using Microsoft management tools
 - c. MS Office 365 (or future developments) Support Desktop Application
 - d. Development and Management using Microsoft management tools and on demand installations
 - e. Desktop hardware management (Intel / Microsoft management tools)
2. To develop technical requirements documentation, change management records and system configuration details for specified ITS desktop systems, software solutions and services.
3. To support all System Owners in the planning, development and management of desktop hardware and software solutions and services.
4. To assist in the support and implementation for a defined range of desktop systems, software solutions and services and communicate technical information effectively to all Edge Hill University stakeholders.
5. To actively contribute to technical developments across IT Services and broader University-wide IT initiatives
6. To undertake and disseminate research into technical innovations and best practice in the area of desktop solutions and service management, development, and delivery.
7. To provide the highest levels of customer service and develop procedures and service delivery standards as agreed by the Director of IT Services.
8. To develop and deliver technical training sessions for staff throughout the University on specific tasks, issues or activities relating to desktop and OS deployment solutions and services.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Please note that the Technical Services Officer role will require you to operate flexibly and reliably providing extended working hours cover and 'out of hours'. The role may also involve travel to other Edge Hill University sites to provide planned technical assistance (e.g., St James' Campus (Oxford Street, Manchester).

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Relevant degree level undergraduate qualification or equivalent experience	*		A
2.	Postgraduate or professional qualification		*	A
Experience and Knowledge				
3.	Significant and current work experience in a Technical Services role with responsibility for IT Service delivery and Systems Management	*		S/I
4.	Experience and detailed knowledge of managing, developing, and delivering technical solutions across a range of relevant IT platforms, environments & applications, including the following: Microsoft Active Directory, Microsoft management and deployment technologies (SCCM, InTune and Autopilot)	*		S/I
5.	Extensive working knowledge of MS Windows operating system configuration and deployment and MS Office including 365 deployment and configuration	*		S/I
6.	Demonstrate a good working knowledge of the creation and deployment of network delivered applications		*	S/I
7.	Demonstrate an ability to solve complex technical problems	*		S/I
8.	Have experience of installation and support of large-scale Wi-Fi deployments		*	S/I
9.	Have experience in configuring and deploying hardware-based security features (BIOS / Firmware / Intel EMA / VPRO)		*	S/I

		Essential	Desirable	Method of assessment (A/S/I/T/P)
11.	Demonstrate a good knowledge of project management in an OS / software development and support environment		*	S/I
12.	Experience of working in a customer focused environment	*		S/I
13.	Experience of leading on technical projects and managing stakeholder expectations	*		I
Abilities and Skills				
14.	Ability to write and analyse technical specifications and end user requirements	*		I
15.	Able to organise and prioritise effectively and deliver projects within defined timescales	*		S/I
16.	Able to operate flexibly and reliably providing extended working hours	*		I
17.	Able to work effectively under pressure and demonstrate enthusiasm and initiative	*		S/I
18.	Excellent communication skills both oral and written	*		A/I
19.	Able to demonstrate a positive approach to customer care	*		I

How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy you may wish to contact: Derrick Brown, Head of IT Technical Services at brownd@edgehill.ac.uk.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.