

Digital IT – Job Description

Function: Digital Services
Role Title: IT Technician (G6)
Reports To: Technician Team Leader

Overview

Digital Services (DS) refer to the application of business and technical expertise to enable the creation, management, and optimization of or access to information and business processes. This function is the first point of contact for end user issues and is supported by Digital IT Service Desk, Technical Services and Operations Management.

IT Technicians diagnose, repair and maintain hardware and software components to ensure the smooth running of computer systems. IT Technician responsibilities include installing and configuring computer hardware and software and being a primary point of contact for IT support.

The Digital IT Service is a 24/7 operation and there may be a requirement to work out of hours, when required to ensure high service availability and completion of planned changes.

Responsibilities:

- Delivery of 2nd line hardware and software services (including data centre maintenance and audio visual) to the University; face to face or remotely
- Delivery of incidents and requests within the defined service level agreements
- Undertaking IT diagnostics and problem solving
- Responsible for triage of all monitoring and alerting tickets
- Creation and maintenance of documented process and procedures
- Adherence to all ITIL policy, process and procedures implemented within Digital IT
- Collaborates within IT and other business areas to deliver the Digital vision
- Identifies and delivers continual service improvement initiatives which enhance the user experience, deliver operational efficiency and/or support the University strategy
- Establishes a working understanding of risk & governance, procurement and cyber policies
- Takes ownership of escalations/urgent assistance or complex tickets which require co-ordination with wider IT
- Operationalises support provided by our 3rd parties/vendors to deliver quality outcomes

Salford behaviours

- **Connecting:** Consciously connects with people to build trusting relationships over time and helps others to form networks that will support them in their work and learning
- **Evolving:** Creates a better future through a constant focus on improvements and innovation
- **Co-creating:** Works with and through others to generate the best possible ideas and solutions.

Qualifications – Professional Skills Certifications (essential or desired)

- Graduate qualification or relevant professional experience

Background & Experience

- Experience in IT in a diagnostic and problem-solving role
- In-depth understanding of diverse computer systems and networks.
- Experience of installing and configuring appropriate software and functions according to specifications



Skills Framework for the Information Age (SFIA) - IT Skills & Competencies

Skill name & key responsibilities	SFIA Level	SFIA skill-level description selected for this role
Knowledge Management	4	Organises knowledge assets and oversees the lifecycle of identifying, capturing, classifying, storing and maintaining assets. Facilitates sharing, collaboration and communication of knowledge. Monitors the use and impact of knowledge; interrogates existing knowledge content to identify issues, risks and opportunities. Implements specific knowledge management initiatives.
Porting/Software Configuration	4	Configures software and equipment and tests platform-specific versions of one or more software products. Reports the outcome of testing and identifies potential improvements to the process and to the software products according to agreed designs and standards.
Specialist advice	4	Actively maintains knowledge in one or more identifiable specialisms. Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations. Recognises and identifies the boundaries of their own specialist knowledge. Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.
System Installation/decommissioning	4	Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.
Security Administration	3	Investigates minor security breaches in accordance with established procedures. Assists users in defining their access rights and privileges. Performs non-standard security administration tasks and resolves security administration issues.
Incident Management	4	Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.
Customer Service	4	Monitors service delivery channels (human, digital, self-service, automated) and collects performance data. Assists with the specification, development, research and evaluation of services standards. Applies these standards to resolve or escalate issues and gives technical briefings to staff members.

One of our strategic ambitions, articulated in our current strategic framework, is to advance equality, diversity and inclusion (EDI). This includes achieving greater diversity within our workforce and creating an inclusive working environment service wide. We will create a culture that is collaborative and innovative and that adapts to the changing needs of our clients. EDI will be fundamental to this culture. In this role, you can expect to: contribute to our thinking and be challenging on how Salford can transform the way it addresses equity disparities, embraces diversity and becomes more inclusive.

The University of Salford is committed to an inclusive approach to equality and diversity. We make every effort to form shortlisting and interview panels that are diverse in terms of gender, age, ethnicity, nationality and socio-economic background.