

# Job Profile

## Job Description

Job Details	
<b>Job Title:</b>	IT Technician (Campus Customer Support)
<b>School/Dept/Institute &amp; Centre:</b>	QMUL Malta Ltd.
<b>Reports to:</b>	Campus Customer Support Manager (Dotted line to Facilities & Resources Manager, Malta Campus)
<b>Grade 7:</b>	€25,000-€27,800
<b>Appointment Period:</b>	Indefinite   Full-Time Reduced: 35hours per week
<b>Current Location:</b>	Gozo, Malta

### Job Context

In addition to the home campuses in London, Queen Mary University of London (QMUL) now also operates from its own state of the art, custom-built, campus in Gozo, Malta. In 2017, QMUL and the Barts School of Medicine and Dentistry launched a 5-year Bachelor of Medicine, Bachelor of Surgery (MBBS) programme from Malta.

QMUL Malta is now seeking to fill the role of an IT Technician to provide immediate on-site support to students and staff. Applicants therefore need to be able to demonstrate considerable flexibility, drive, and sensitivity to strategic priorities. The role will be based at QMUL Malta, with regular ongoing contact between relevant teams and stakeholders in both Malta and in the UK.

### Job Purpose

The role of the Campus Customer Support L2 is to provide IT and audio-visual support for all staff and students at the Queen Mary University Campuses. The Campus Customer Support L2 is responsible for resolving support requests, carrying out proactive maintenance, giving guidance and undertaking project tasks whilst delivering customer satisfaction and continuous service delivery improvement. Campus Customer Support L2 staff work in a dynamic, fast-paced environment which provides remote and in-person support for all IT/AV systems across the Malta site.

Using significant level of technical expertise best practice knowledge to proactively manage and successfully resolve customer IT/AV requests, queries and incidents. Providing customer focused support, guidance and technical solutions to ensure delivery of the IT Services and University's Strategic goals.

- Responsible for the investigation and resolution of incidents, requests, problems and other relevant categorised tickets. Owning these for prompt settlement, or through escalation to other relevant IT teams and external supplier support teams, continuing to monitor and keep users informed throughout to resolution and closure.
- Ensure IT laboratories, Teaching Spaces, and other IT equipped and supported areas, are ready, available, regularly updated, checked and maintained for use by staff, students and authorised visitors.
- Maintain information and cyber security awareness for all activities, escalating where necessary to ensure the safety of University data and operation.

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- Provide performance reports and review performance, in consultation with the Campus Customer Support Manager.
- Employ detailed knowledge and understanding of ITIL and broader best practice for optimal, business focused service delivery, in particular with incident and problem management, request fulfilment and asset and configuration management.
- Perform maintenance and upgrade of services, processes and operations applying expert technical and process knowledge.
- Embracing learning and continuous improvement to broaden knowledge, technical and otherwise, proactively undertaking knowledge sharing and documents at every given opportunity.
- Deliver to agreed targets and timescales, using industry best practice methodologies to deliver value.

### Main Duties & Responsibilities

Responsible for contributing to the delivery of a customer focused, robust, resilient, responsive and secure, high-quality IT/AV services, specifically but not exclusively:

- Provide advice and support to respond to and resolve customer requests and incidents delivering to defined Service Levels Agreements (SLAs) and Key Performance Indicators (KPIs).
- Provide remote and in-person user support for IT/AV equipment, telephony devices, other peripheral devices, software applications, Client and Server Operating Systems, Enterprise systems, Teaching/Learning systems and Cloud based services.
- Use IT Service Management System, and other relevant systems, to process user requests and incidents (based on priority), taking part in Service Desk duties including Live Chat, Telephone, email and in-person channels where and when required.
- Provide IT/AV setup assistance and on-going support for meetings, teaching, events and projects.
- Provide hardware support for PC/MAC, Server (Virtual and Physical), Laptop, Tablet, Audio Visual equipment, telephony equipment and other peripheral devices, ensuring the CMDB is updated, and data maintained at all times.
- Provide regular firmware updates of IT/AV equipment and routine testing and maintenance of IT/AV equipment to ensure they are ready and available for use by staff, students and visitors.
- Using AV Resource Management System to remotely monitor and manage AV resources, provide remote user support and provide customised reports for AV equipment and rooms.
- Participate in Capital and BAU project work. Partake in commissioning, testing, documentations and handover of new projects including delivering or assisting with training delivery.
- Assist with rack building, mounted equipment installation and cable installation, termination and labelling including installations at high level and in confined spaces, termination and labelling.
- Manage inventory of IT/AV spares stock ensuring they stored correctly and replenished appropriately.
- Utilising Asset Management tools, including CMDB, SCCM and asset discovery software, to keep up to date inventory details of IT/AV, telephony and other IT equipment. Undertake regular IT asset audits, recording all details using the relevant tools.
- Manage physical security of IT/AV equipment, ensuring equipment and housings are locked and keys are stored safely in their correct location; Ensure all existing and new keys are organized and labelled correctly and kept up to date.
- Manage issuing of keys to external contractors and other colleagues, ensure they are returned to their correct location in timely manner.
- Build, image and configure various hardware devices for IT/AV services.
- Manage the DHCP and DNS entries of IT/AV equipment.

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- Carry out network data port patching, network switch port configuration and any other applicable networking activities. Ensure network port databases are accurately maintained and up to date.
- Use software tools to provide proactive monitoring of IT/AV equipment; using system alert notifications to provide support and appropriate escalations.
- Create and update manuals, user guides and display information for IT/AV systems in Teaching spaces, Office spaces, Meeting rooms and Event spaces.
- Create, review and update support documentations for IT/AV systems. Undertake knowledge sharing including creation of knowledgebase libraries.
- Liaise with External contractors to ensure they adhere to QMUL Health & Safety policies and procedures and adhere to QMUL Security policies and procedures.
- Ensure compliance with relevant ITS and QMUL policies and procedures.
- Management and Support of the Building Management System (BMS) and ongoing maintenance
- Liaise with contractors to ensure that clients and staff get the best service possible

**The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonable requested by their line manager.**

**This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.**

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## Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.

Requirements	Essential / Desirable
<b>Qualifications</b>	
Degree and/or professional qualification in IT subject and in-depth experience in relevant technical area	E
ITIL foundation qualified or demonstrate management and operational experience using appropriate best practice framework	E
IT technical skills certifications. Microsoft MCP, MCSA, MCSE, CompTIA A, Network, Security, AV Associate	E
Project Management qualification e.g., Prince 2, Agile, MSP, PMP qualified or demonstrable experience of project management	D
<b>Knowledge, Skills and Experience</b>	
IT/AV Technician relevant experience in similar or related role. Substantial broad vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work roles.	E
Demonstrates experience working with relevant specialised equipment, software or procedures.	E
Demonstrates experience of delivering a high quality, customer focused service.	E
Delivery of operational, technological and process improvement	E
Delivers solution focused, reliable and resilient IT customer support service to support current/future customer and business requirements Uses technical expertise and knowledge to: <ul style="list-style-type: none"> <li>• Keep up to date with developments in technology, IT and AV services</li> <li>• Inform, guide, challenge and support technology investments and decisions.</li> <li>• Recommend, develop and implement solutions that address customer service challenges.</li> </ul>	E
Demonstrates knowledge and understanding of service management systems and processes for supporting research, teaching, learning and business activities.	D
Strong communication skills, both written and verbal.	E
The ability to work both independently and as part of a team collaboratively.	E
Demonstrable experience of delivering high levels of customer care	E
Demonstrable ability to deliver work using own initiative	E
Strong planning, negotiation, interpersonal and organisational skills.	E
<b>Other</b>	

# Job Profile Person Specification

Requirements	Essential / Desirable
Flexible and professional approach to work	E
Successful support of customer and quality focused IT services with expertise of industry best practice methodologies in specialist area.	E
Willingness to undertaken continuous professional development	E