

# JOB DESCRIPTION

---

## **JOB TITLE**

Systems Engineer (ServiceDesk)

## **GRADE**

III

## **FACULTY / DIRECTORATE**

Centre for Creative Learning

## **COURSE / DEPARTMENT**

Digital Campus Services

## **REPORTS TO**

ServiceDesk Team Leader

---

## **JOB SPECIFIC INFORMATION AND CHALLENGES**

The specific role of a ServiceDesk Systems Engineer in Digital Campus Services (DCS) will support the ServiceDesk Team Leader and the rest of the team, to enable and provide a reactive and proactive second and third line technical support for students and staff.

The role must support and develop ServiceDesk processes and procedures in pursuit of delivering excellent customer service and support high quality digital resources and services as required by our strategic plans. Technical experience and skills are required to support Windows and Apple based resources, user authentication, print and audio visual resources and online services, working across both academic and business systems.

AUB actively maintains leading edge technology through consistent investment and upgrading and works closely with third parties to identify new technologies and current trends within the sector. We have a sustained investment in new technologies such as virtualisation, centralised storage, wired and wireless networking, security and authentication, and other specialist provision, including an active interest in developing cloud based services.

The post holder will have a strong technical experience and skills to support an ICT infrastructure that incorporates Windows and Apple based resources, mobile devices, user authentication, print, audio visual resources and online services. They will anticipate problems and suggest solutions as well as reacting to specific system faults and errors which are at times complex and unusual.

The post holder must have an excellent customer services presence and be able to communicate and work with a wide range of stakeholders (technical and non-technical) to ensure resolution and continuity of ICT provisions. They will be an important source of support and advice for staff and students in the operational delivery through the Servicedesk. The post is expected to be flexible in working hours with the growing demand of students and staff requiring 8:00am to 7:00pm and sometimes weekend cover.

The main challenges for the post holder will be to deliver their duties with minimal supervision with a degree of flexibility around working hours, exercising initiative and independent problem solving to a wide range of escalated technical issues; they are expected to draw on past experience and knowledge in working with computer based resources and services.

The Arts University Bournemouth continually strives to maintain up to date technology and the post holder is expected to maintain and extend their skills and knowledge base in ICT and digital learning developments within the role.

### PURPOSE

- To provide second and third line technical support against the University ICT provisions including desktop, mobile, online and authentication across Windows and Apple based resources.
- To liaise with staff to resolve technical queries, including less straightforward incidents escalated from first line from within the servicedesk, without the need for close supervision.
- To support student and staff operational processes against software applications and system integration.
- To support and develop ServiceDesk processes and procedures to deliver excellent customer and technical service.
- To maintain desktop computer builds to offer consistency of user experience and software application experience.
- To manage incident escalation with senior colleagues within DCS and external parties.
- To maintain a strong and consistent service to all stakeholders of the University.

### KEY DELIVERABLES

#### Specialist:

- To provide technical support and maintenance for the DCS systems to the University's academic and business sections through the Servicedesk provision.
- To implement resolutions to technical faults and problems as escalated by the servicedesk, liaising with staff / students to resolve queries, including less straightforward queries and liaison with external contacts, without the need for close supervision.
- To support desktop delivery, authentication and configuration.
- To provide administration for service records, asset registers, configuration management data and licence agreements, ensure these are kept up to date.
- To respond to and problem solve both general and more specific queries, within the scope of routine duties and procedures.
- To produce DCS related documents, to a detailed brief, e.g. documentation for business continuity purposes.
- To demonstrate basic analysis and interpretation of ICT related data and information, within a general brief.

#### Customer / Teamwork:

- To deliver a high level of involvement and customer support through a proactive and positive approach using own initiative, knowledge and experience.
- To contribute to the work of the DCS team in support of the achievement of team deliverables, coordinating and supervising work as appropriate.
- To engage with both students, staff and external stakeholders to ensure business continuity through servicedesk processes.
- To work effectively and collaboratively with colleagues in the servicedesk team resulting in section deliverables.
- To monitor and review the quality of work done by self and others, identifying possible improvements.

## JOB DESCRIPTION



### Planning & Organisation:

- To achieve work deliverables by prioritising work, escalating issues to line manager or others as appropriate.
- To deliver a consistently high level of accuracy in work to ensure reliability of system is maintained.
- To plan own workload, reprioritising to take into account changing requirements and urgent / unscheduled tasks.
- To apply knowledge of stakeholder requirements, within the scope of own and broader section's operational duties, to identify suggestions where DCS service may be improved.
- To implement improvements to service / efficiencies / working practices / methods / processes taking account of customer feedback, changes to policy, strategy or external environment.
- To plan effectively reactive and proactive requests made through the servicedesk including maintenance, software updates and installations.

### FURTHER INFORMATION

This role is part of the Digital Campus Services (DCS) section of the University. DCS is a centralised support service hub for the delivery and maintenance of core computing resources and networking infrastructure on behalf of all staff and students. The strategic aim of the University is to have a DCS team robust enough to support true innovation; able to develop enhanced and proactive relationships with stakeholders and to meet the unpredictable demands of digital change over the next few years.

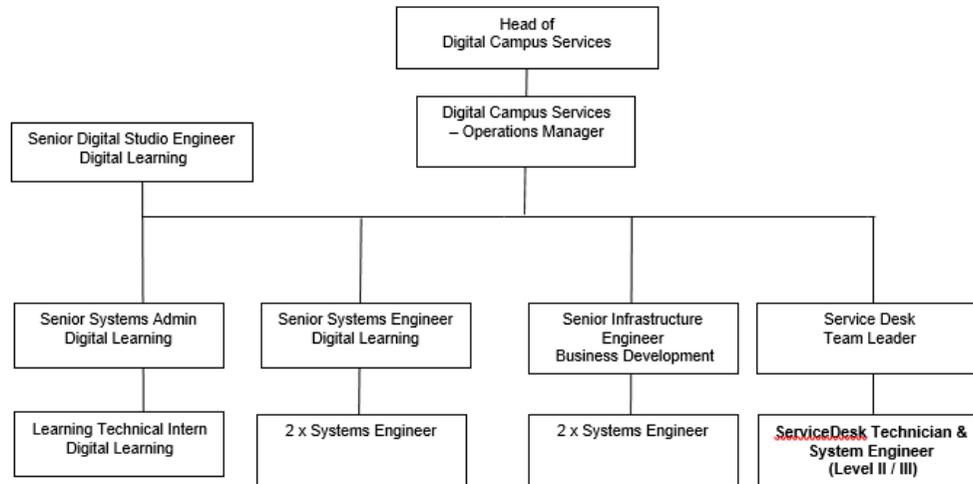
Digital Campus Services consist of three key teams:

- 1) Business Development;
- 2) Digital Learning
- 3) Service Desk

Each team is led by a Senior Officer. This configuration explicitly recognises the broad and interrelated range of responsibilities of the group and demonstrates that all three areas should be seen by service users to have equal status. The Digital Learning team will incorporate all matters relating to the learning environment and the Business Development team will manage and support the technical needs of professional services including, for example: finance, admissions, student information and HR systems.

The Business Development and Digital Learning teams will both have expertise in technical infrastructure. The Service Desk is for all users and has been identified as a key area for development. AUB is proud that the Service Desk supports student computing-experiences alongside the support given to professional and academic staff.

**ORGANISATION CHART**



**CONTACTS**

**Internal:**

- Senior Service Desk Officer
- Digital Campus Services
- Staff and Students

**External:**

- Third party Support