

Dear Candidate,

I am really pleased that you are interested in applying for the role of Trainee IT Technician.

Leeds University Union (LUU) is a forward-thinking organisation serving the 38,000 students at the University of Leeds. Vibrant, diverse and student-led, LUU is an exemplar of best practice and exists to enable students to make the most of their time at Leeds.

The IT department is currently undergoing a transformation to become Digital Services. By being part of this change you can get stuck in with various technologies, enabling both you and the organisation to develop. With this being a 12 month position your learnings should enable you to grow so that you can have the necessary experience to pursue the next steps in your career.

Please read all the information attached and if you feel you meet the requirements for this role then please apply. If you would like to contact me to discuss the role before applying, please call me on 0113 380 1354 or you may contact me at unijtu@leeds.ac.uk.

Best wishes,

Jason

Jason Turner

Devices & Infrastructure Manager

Job Description



Job Title: Trainee IT Technician

Responsible to: Devices & Infrastructure Manager

Responsible for: N/A

Job Purpose: Support the Devices & Infrastructure Manager in delivery of their key tasks and be the primary helpdesk contact; working to resolve issues with LUU devices and infrastructure.

Duties & Responsibilities:

Planning

- To support the Devices & Infrastructure Manager in developing and implementing the team's plan.
- Give input into changes and process that may increase the service to the students and staff.
- To contribute to team and planning meetings.
- To plan workload and time effectively.
- To balance maintenance, development and project work effectively.

Working with Others

- To ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.

Personal Effectiveness

- To work effectively with people, developing productive relationships with colleagues and stakeholders. To deal with customers and colleagues in a caring and professional manner at all times.

Service Delivery

- To ensure the service is accessible for all customers and meets the needs of LUU's diverse membership.
- To deliver the highest level of service to each and every customer.

Compliance

- To ensure compliance with LUU's internal procedures and all external legal requirements, including those around data, privacy and security.
- To comply with LUU's internal procedures and all external legal requirements to include Health & Safety and data protection.

General

- Such other duties as may be reasonably prescribed by the Devices & Infrastructure Manager, appropriate to the grade and responsibilities of this post.
- To treat every member of the team, organisation and audience with trust and respect.

Others

- Be the primary 1st line support, resolving small (less than 30 minutes resolution) issues immediately, and recording these issues within the helpdesk system, scheduling 2nd line support if applicable.
- Device analysis and repair (2nd line support).
- Support for the Events/Venues Team outside core business hours.
- Supporting other teams in LUU's digital services with tasks such as GSuite/Network user management.
- Support projects that contribute to Devices & Infrastructure Manager's goals and KPIs.
- To provide individual introductory IT support for Union staff, as required.
- Support our systems by being a technical representative of LUU; liaising with 3rd parties when necessary.
- To have a level of administration over the systems we use at LUU.
- To support our network infrastructure and to liaise with the University when necessary.

Person Specification

Job Title: Trainee IT Technician

	Essential	Desirable	How Assessed?
QUALIFICATIONS			
Educated to degree level or above	X		A
Relevant role related qualification	X		A
EXPERIENCE			
Experience of working in a technical support environment		X	A
KNOWLEDGE			
Multiplatform support (Windows, Unix, Mac, Android)	X		A/I
Understanding of internet and networking concepts	X		A/I
Understanding server management concepts		X	A/I
Active directory administration; users/groups creation, edit and security		X	A/I
SKILLS			
Ability to work on their own	X		A/I
Good communication and problem solving skills	X		A/I
DISPOSITION/PERSONAL QUALITIES			
Team-oriented, friendly and helpful	X		A/I
Interested to work for LUU's vision & values	X		A/I
An interest in hardware devices and technology	X		A/I

A= Application Form, I = Interview