

THE UNIVERSITY OF MANCHESTER

PARTICULARS OF APPOINTMENT

PROFESSIONAL SERVICES

DIRECTORATE OF IT SERVICES

CAMPUS TECHNOLOGY SERVICES

END USER COMPUTE TECHNICIAN

VACANCY REF: PSX-029859

Salary:	Grade 4 - £28,031 to £31,236 per annum, dependent on relevant experience
Hours:	35 hours per week (1 FTE)
Duration:	Permanent
Location:	Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Neil Oddie, Service Operations Team Leader

Email: neil.oddie@manchester.ac.uk

Overall purpose of the job

End-User Compute is a dynamic, collaborative and customer-oriented team, which delivers a diverse range of end user compute (EUC) activities to empower University colleagues to achieve their goals without disruption.

The EUC – Technician will undertake multiple end user compute activities, including the setup and installation or removal and decommissioning of hardware and/or software, confirming the correct working of installations. The post holder will also play a critical role in supporting multifaceted activities associated with the academic year and large-scale change projects. The EUC - Technician will be expected to adopt a continuous improvement mindset with regards to the operations of the team and seek out opportunities to make enhancements to the EUC service.

Due to the nature of the work, the EUC - Technician will need to be onsite full-time and will need to be available to work early or late shifts depending on the support roster. The post holder will need to be aware of any risks and health and safety concerns relevant to the role (e.g. lone working, manual handling, etc.). The EUC – Technician will be expected to work unsupervised at times in various PC cluster locations across campus.

Key responsibilities, accountabilities and duties

- Provides investigation, diagnosis and support to end user hardware and software incidents and requests, applying customer service standards to resolve or escalate issues as necessary.
- Responds to and resolves a range of issues with customers' hardware, software and peripherals, including carrying out diagnostic activities such as network connectivity troubleshooting. Escalates to senior staff and specialists only when their attention is required.
- Installs or removes hardware and/or software, using supplied installation instructions and tools, following agreed standards and procedures.
- Conducts tests of the hardware and/or software affected using supplied test procedures and diagnostic tools. Helps to resolve problems and faults, and corrects malfunctions, calling on help from more experienced colleagues if required.
- Documents and records all work undertaken in line with agreed procedures, sharing knowledge and information with colleagues.
- Develops knowledge and skills through training and shadowing activities, actively working with more experienced team members to improve their own understanding.
- Works with other areas of IT Services, external partners and suppliers to improve the delivery of services to the University.
- Undertakes all work in accordance with agreed safety, technical and quality standards, using appropriate methods and tools.

IT Services responsibilities, accountabilities and duties

You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.

You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person specification

<p>Experience/education/qualification background:</p>	<ul style="list-style-type: none">• Some experience of supporting services and infrastructures related to end user compute services and technologies, as well as device management.• Knowledge of systems administration and configuration.• Working knowledge of Microsoft Windows, Linux and MacOS operating systems.
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	<ul style="list-style-type: none"> Familiar with end user device security and associated technologies such as Antivirus and firewalls. Desirable qualifications: ITIL Foundation V4; Microsoft 365 administrator certification or other relevant Microsoft certifications
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Competency (Professional, technical or behavioural)	Level	Essential	Desirable
Safe installation practice: The knowledge and ability to install and maintain hardware systems in a way that ensures they operate within their planned specification and are safe to use by those authorised to work with them.	Familiar with	X	
Incident management tools: Including interrogation of incident database, creation of parent and child incidents, creation of queries to seek trends and use of known error logs/ databases.	Familiar with	X	
Customer service techniques: Techniques for identifying, gathering and validating customers' needs in the delivery of IT services.	Familiar with	X	
Application systems: Technical or functional understanding of Commercial Off-the-Shelf (COTS) applications and/or other bespoke software deployed within the organisation in order to provide system configuration, audit, technical, and/or functional support.	Aware of	X	
Networking and Communications: The planning and management of the interaction between two or more networking systems, computers, or other "intelligent" devices.	Familiar with		X
Configuration management: The discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, documentation, telecommunications services and computer centre facilities, required to deliver an IT service.	Aware of		X