



# University of East London

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<b>Job Title</b>	<b>Senior IT Solutions Specialist</b>
<b>School / Service</b>	<b>IT Services</b>
<b>Grade and Salary Range</b>	<b>F</b>
<b>Location and Hybrid working status</b>	<b>Based on Campus at all sites</b>
<b>Reporting to</b>	<b>IT Frontline Services Manager</b>
<b>Responsible for</b>	<b>IT Solutions Specialists and/or IT Solutions Assistants</b>
<b>Liaison with</b>	<b>All Schools and Services</b>
<b>Contract type</b>	<b>Permanent</b>

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## **IT SERVICES**

IT Services is a centralized resource working collaboratively throughout UEL, to transform UEL's digital landscape in line with the University's strategic 10-year Vision 2028 transformation plan.

Engaging in ground-breaking initiatives delivered within a dynamically developing AWS cloud environment, IT Services work closely with university wide staff, students, partners and other key stakeholders to identify technological enhancements to our learning and working environments. We implement, develop, and provide support for systems and services within the university's IT Service Portfolio.

## **JOB PURPOSE**

The primary purpose of the role is to provide advanced technical support to the end users of our services, ensuring the stability and efficacy of the University's IT systems. Through the application of technical expertise and knowledge and working to industry best practice, provide an end-to-end support provision to end users. This will involve triage, analysis, solution design through to resolution of incidents, service requests and problems in relation to software, hardware and other IT related technologies.

The Frontline Services Team ensure UEL's students and staff receive the highest quality experience through both onsite and, where appropriate for customer requirements, remote support on all university-provided IT systems and services. Best endeavours support is provided for BYOD.

Reporting to the IT Frontline Service Manager, the role holder will have responsibility for the operational delivery of an end-to-end support service, actively contributing to the achievement of customer satisfaction by meeting SLA/OLA targets. The role is a bespoke one encompassing 1st/2<sup>nd</sup> line core responsibilities. They will also have responsibility for supporting the development and progression of newly joined and/or junior members of the team, ensuring consistency of service and development of a supportive team culture.

## KEY DUTIES AND RESPONSIBILITIES

- **Technical Support:** Provide expert-level technical support to end-users by diagnosing and resolving hardware, software, systems and network issues. Offer guidance and solutions to complex IT problems.
- **Solutions Specialism:** To choose an area of expertise in which to develop, in order to assist colleagues in 3rd line teams. This could be, for example, Networking, Sharepoint, User Account Management, O365, Advanced Audio-Visual, Applications etc. This area of chosen expertise will be documented on your annual appraisal.
- **Incident Management:** Manage and prioritize IT support requests through a ticketing system, ensuring timely resolution. To consult and collaborate with UEL IT Services' third line technical teams to address critical incidents and outages, whilst retaining responsibility for resolving these and acting as the intermediary for the end user.
- **System Maintenance:** Manage and carry out the installation, configuration, and maintenance of hardware, software, and peripherals. Perform operating system updates, patches, and upgrades as needed.
- **Line Management:** Provide line management, mentoring and supervisory support to lower grade members of the team, and new staff joining at the same grade as directed by the IT Frontline Service Manager. The annual appraisal of junior staff assigned to you to supervise/mentor will also be completed by you.
- **User Training:** In collaboration with the Digital Adoption & Engagement Team, train end-users on the effective use of IT systems and software. Create user guides and documentation for common issues and procedures. Develop and maintain a knowledge base of common issues and procedures for the effective query resolution of other team members and/or end users accordingly.
- **Hardware and Software Procurement:** Participate in the procurement and inventory management of IT equipment and software licenses. Engage proper asset tracking and maintenance, ensuring that any asset and configuration information is recorded and updated as required.
- **Asset Deployment:** Lead campus-based hardware, software and/or systems deployment and rollout programmes, according to Change Management best practice.
- **Security Compliance:** In collaboration with the InfoSec Team, assist in maintaining the security of IT systems by implementing security policies, user access controls, and monitoring for security vulnerabilities.
- **Troubleshooting and Problem Resolution:** Investigate complex technical issues, raising and maintaining the problem ticket, identifying root causes and implementing solutions, ensuring management are aware. Collaborate with the third line technical teams to prevent recurring issues.
- **In-house Collaboration:** Work closely with other IT teams, including Project Managers, Network Administrators, System Administrators, and Developers, to resolve technical challenges and enhance system performance. This includes attendance at Change Advisory Board meetings.
- **External Collaboration:** Work closely with Professional Services and Schools teams to provide assistance in resolving IT-related issues and problems, providing advice and guidance for their use in supporting the students of the University. Arranging and documenting stakeholder meetings as required, and ensuring all parties are informed of decisions discussed/agreed.
- **Vendor Coordination:** Liaise with external vendors and service providers, as appropriate, to ensure timely resolution of technical issues and service requests to maintain service level agreements (SLAs).
- **Backup and Disaster Recovery:** Contribute to the IT Services' backup and disaster recovery strategies, ensuring data integrity and business continuity.
- **Documentation:** Maintain accurate records of IT assets, configurations, and changes. Keep up-to-date documentation for IT procedures and processes. Participate in the

development and production of relevant procedures and processes for use by the team, ensuring these are published, communicated, updated and adhered to.

- **Customer Satisfaction:** Our expectation is to provide the highest quality of customer service with staff going that extra mile to achieve customer satisfaction. To perform post-resolution follow ups with end users to ensure satisfactory completion of requests, and to look to ways to add value in every interaction where possible.
- **Service Management:** In collaboration with Service Management, produce reports relating to fix rates, SLA adherence and incident trend analysis to aid continuous improvement of the support service and further development of existing processes.
- **Project Support:** To manage work packages issued by development teams and/or the PMO, and to actively participate in cross campus projects as required including attending stakeholder meetings and reporting back to the project manager, technical resource and Service Manager on key decisions undertaken or discussed during these meetings.
- **Service Desk:** regular daily assessment of SLA's, breached tickets, assignments, updates, escalations, re-assignment etc to ensure the Frontline SD queue is constantly monitored to streamline the SD operations. This will include monitoring the tickets of absent staff to prevent delay in resolving a users' request.
- **Physical Environment:** Be responsible for the management and upkeep of the physical environments for which the Frontline Services team has ownership / responsibility. Maintain compliance with health and safety best practice.
- **Trend Analysis:** Evaluate documented resolutions and analyse trends for ways to prevent future Incidents and problems from occurring. Produce reports with recommendations on actions to be taken, for the IT Frontline Service Manager and/or Head of Service Management to present as recommendations to the third line technical teams.
- **Proactive Investigation:** Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in fault resolution. Utilise these resources to horizon scan new services and technologies which could be recommended for adoption by the University. Share relevant findings with colleagues in IT Services to breed channels of communication and wider team development.
- **Operating Targets:** Ensure that sufficient resources are deployed at all times and to all areas accommodating UEL's teaching and learning schedules, maintaining an optimum level of service support and achievement of agreed service level targets and ensuring appropriate levels of support for VIP customers.
- **Additional Responsibilities:**  
To be flexible in supporting all Service Delivery requirements as and when necessary, including rota cover across campuses during evenings and weekends when required.

To undertake any other duties commensurate with the grade as required by the Director, Head of Service Management, IT Frontline Services Manager and/or their delegated representative

The role will require a flexible approach to working patterns and agile office environments. This constitutes travel between all UEL University sites within the UK and on occasion working from home in agreement with the IT Services Manager.

We reserve the right to request you complete any other reasonable tasks not listed above, depending on the business requirements at the time. Full training and support will be provided if needed.

## **KNOWLEDGE, SKILLS AND EXPERIENCE**

### **Essential**

- Must be able to demonstrate an extensive working knowledge of current and emerging enterprise level applications, IT and Audio Visual technologies and be able to detail the support challenges for these technologies and how these could be overcome
- Experienced in the delivery of excellent customer service, must be able to demonstrate the key success factors associated with this
- Demonstrate the ability to diagnose and troubleshoot advanced networking issues, and to clearly relate the symptoms to the UEL Networks team
- Experience working in an ITIL-driven environment, with demonstrable understanding of ITIL principles and processes
- Must be proficient in supporting and directing the support of enterprise level software systems, Microsoft and MAC operating systems and associated core software and experiences of audio visual support with demonstrable experience in a similar support role
- Use specialist knowledge to design and deliver solutions to address complex issues and continually improve efficiency, continuity and the IT/AV customer experience

#### **Desirable**

Experience in the management and provisioning of Windows devices via modern cloud methods such as AD Azure and Microsoft Endpoint Manager/Intune as you will be working closely with the EUC team at UEL

Experience of Microsoft Office 365 services and components as they relate to End User device provision, including OneDrive, Threat Protection and Data Loss Protection as you will be working closely with the Applications and InfoSec teams at UEL

### **COMPETENCIES REQUIRED**

#### **ANALYSIS AND RESEARCH**

Generate and use statistical data to monitor the team's workflow, incident and request trends in order to feed into the problem management process

Evaluate documented resolutions and analyse trends for ways to prevent future problems from occurring.

#### **COMMUNICATION**

Extensive experience of producing documentation to assist colleagues in delivering support and/or customers in achieving support through self-service as well as ensuring tickets are updated appropriately

#### **TEAMWORK AND MOTIVATION**

A positive team player and leader who proactively supports the Frontline Services team and activities and is confident to share, progress and collate information

#### **PLANNING AND ORGANISING RESOURCES**

Must be able to demonstrate experience of planning, prioritising and organising own workload on a daily and weekly basis. Co-ordinating with others, ensuring customer needs and

expectations are met and administrative tasks are completed punctually, and all documentation updated effectively. Multitasking is a required skill as is time management

### **INITIATIVE AND PROBLEM SOLVING**

Must be able to demonstrate established fault diagnosis, troubleshooting skills and support methodologies as well as the ability to apply new technology to business problems

Self-driven and have the ability to use own initiative and tenacity to achieve deadlines and resolve issues. Analytical and methodical approach to problem solving. An understanding that IT is a dynamic field requiring the individual to horizon scan through self-development

Must be able to demonstrate hands-on fix experience, including installing and upgrading software, installing hardware, implementing file backups and data recovery, and configuring systems and applications

### **PASTORAL CARE AND WELFARE**

Must be able to demonstrate experience in managing customers in a variety of emotional states and potentially confrontational situations, as well of experience in guiding and supporting colleagues in similar situations. Empathy, attentiveness, and the ability to listen and assimilate information in often time sensitive/difficult situations is a must

Commitment to, and understanding of, equal opportunity issues within a diverse and multi-cultural environment

### **EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

#### **Essential**

- Degree in a related field (A/C) And/Or
- Extensive experience in a similar role within the Higher Education Sector (A/I)
- IT certifications in one or more of the following: JamF Certified Associate, Certified Information Systems Auditor (CISA); Certified IT Service Manager CISM, Microsoft MCSA Windows 10/11, or relevant industry certifications
- AWS Cloud Practitioner Essentials
- Troubleshooting MacOS Sonoma
- Troubleshoot Windows 10 and 11
- Troubleshooting and configuring UEL Telecom devices (Teams/Fixed line) and also tablets and mobile phones via the approved MDM solution
- Project Management PRINCE2 Foundation or equivalent
- ITIL Foundation V3 or Later
- Ability to demonstrate the importance of Customer Service Excellence

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

