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**Information Services**

**Service Delivery**

**Service Delivery Specialist (IT Specialist)**

**ZZ601984**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

Salary is in the range £29,301 - £32,958 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 37per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.15pm Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Under the University’s Insurance Policy we will take up references for candidates called for interview. Your current employer reference must be your current line manager. It is also a requirement of this policy that we take up references to cover the previous three years of your employment or study.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Service Delivery Specialist  |
| **Grade:** | 6 |
| **Faculty/Centre:** | Information Services |
| **Department/Service:****Location:** | Service Delivery |
| **Position Reference No:** | ZZ601984 |
| **Cost Centre:** | 47000 |
| **Responsible to:** | Service Delivery Manager – Student Service Delivery |
| **Responsible for:** | N/A |
| **Effective date of job description:** | June 2017 |

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| **Purpose of Job:**  |
| Working as part of Student Service Delivery (SSD), the Service Delivery Specialist will provide all levels of specialist IT help to students having problems using IS services. The post holder will give 1st level (telephone and email), 2nd level (on-site) and some 3rd level specialist IT support directly to customers within the University.They will also be expected to undertake Service Management (operational & provide strategic support), assist in maintaining IS/SSD front line services (such as laptop lockers, interactive information points, open access areas, IT rooms, halls) and help support the virtual servers that run these services.The role will also include participation in proactive Problem Management and in operational Change Management. Through additional training, the post holder will further develop their high level specialist technical experience and communication skills while providing support using the ITIL framework. The post holder will also have an opportunity to manage small/medium projects and to work on various larger University wide IT projects. |

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| **Key Responsibilities:** |
| As part of the Student Service Delivery (SSD) team, the post holder will deliver the highest level of service and IT support to students of the University. * Provide high-level specialist support to students (and staff as required) when using: Open Access IT Suites, Shared IT Teaching Spaces, the Student IT Help Centre, Wired LAN, Wireless LAN, Mobile/Remote Access, Student Printing, Laptop Lockers and Interactive Information Points.
* To successfully resolve incidents/service requests received either from the IS Service Desk, various SSD Support Desks in open access areas or the Student IT Help Centre.
* Provide specialist support for students/staff accessing university resources remotely (including data storage & email) or BOYD when on campus. Provide expertise on how Wireless, LANs, WANs and the Internet work both on campus and off campus, including how University provided services can be affected by firewalls, data speeds, VPNs and other external service/software restrictions.
* Provide 2nd level on-site support for students with issues within University Halls by means of face-to-face contact or room visits.
* Provide specialist support for University approved software packages on Windows 7, 8 & 10 based systems.
* Provide support for non-University software and/or non-Windows Operating Systems, such as Apple Mac OSX/IOS, Android, or provide relevant specialist contact information.
* Commission and maintain hardware and software associated with delivery of academic and student resources, running mainly under Windows, but can include Mac environments from time-to-time.
* Ensure the operational integrity of hardware and software in computer rooms and specialist areas, resolving problems should they arise. Also ensure maintenance and security of computer equipment as detailed by the Service Delivery Manager.
* Instigate diagnostic procedures on faulty hardware and implement first and second solutions as necessary. Maintain logs of hardware faults, hardware loans, lost or stolen equipment and organise the disposal of redundant equipment.
* Maintain and support the SSD virtual servers, with a basic understanding of Windows Server operating systems (including server 2012), along with associated tools including web services such as IIS and basic mssql/mysql knowledge.
* Creating, Planning, Implementing new systems, technologies or processes required by the University or IS management.
* Communicate and liaise verbally and in writing with students and relevant University staff. Interpret and respond clearly and effectively to spoken requests over the phone or in person and to verbal or written instructions. Also assist on the use of appropriate teaching and administrative resources.
* Disseminate information relating to new products to staff and students of the University either by verbal communication or the use of documentation.
* Provide as required, an element of informal training to staff and students and other members of Information Services. This may include writing procedural documentation.
* To assist other Service Delivery team members when working with faculties, departments and students to ensure that everyone is aware of customer requirements and to advise of new services or system changes.
* Undertake Service Management (operational & provide strategic support) for SSD services such as Halls, providing support, being the contact point for local management, attending meetings, recommending changes/advancements to the team’s senior staff/management.
* To assist the Senior Service Delivery Specialists in the operational administration of other SSD services.
* Participation in proactive Problem Management and in operational Change Management.
* Support and/or Supervise day-to-day workloads, tasks and small/medium projects being undertaken by SSD staff (including temporary staff) on lower grades to the role holder, as required by the Service Delivery Manager. This does not include staff line management.
* Maintain acceptable stock levels for consumable items and order, as required.
* Assist in keeping all SSD managed areas clean and tidy (including Open Access Areas, Shared Teaching Spaces and the Student IT Help Centre) and carry out regular checks including general basic safety checks.
* To undertake training and development as required.

Other such duties as may be reasonably required by the Head of Department/Section or Service Delivery Manager. |

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| **Working Relationships:** |
| Other members of Information Services, academic, research and support staff in both the Faculties and Central Departments. Students from across campus and visitors to the University as needed. External suppliers when required. |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Clearly demonstrated strong knowledge and/or equivalent experience (not necessarily from an educational background) covering the ‘Key Responsibilities’ as described in the Job Description section in the application pack. | E | AF,S |
|  | Specialist knowledge of Microsoft Windows Operating System (including 7, 8 & 10) and mainstream Windows based applications.  | E | AF, S |
|  | Working knowledge and first-hand experience of Microsoft Networking (inc AD) and Windows based networked clients. | E | AF,S |
|  | Previous experience of ‘personally’ and ‘supervising others’ in resolving IT related incidents/service requests and demonstrated examples of completing these without the need for further technical guidance of others. | E | AF,S |
|  | High specialist knowledge, experience and understanding of supporting users on wired broadband, wireless ‘WiFi’, BYOD, remote users and basic security software such as firewalls/antivirus etc. | E | AF,S |
|  | Previous work related experience of providing support to IT users accessing the internet/wireless/wired broadband in private accommodation, either in a Hall of Residence or private dwelling.  | D | AF,S |
|  | Knowledge of TCP-IP/DHCP, computer hardware, VMWare, Apple Mac OSX/IOS, Google Apps and Android. | E | AF,S |
|  | Knowledge and experience of Windows Server operating systems (including server 2012), along with associated tools including web services such as IIS and basic mssql/mysql. | E | AF,S |
|  | Previously undertaken Service Management (Operational & providing some Strategic) responsibility for a number of front line IT service (as described in the Job Description section in the application pack). | E | AF,S |
|  | Knowledge & previous experience of managing small/medium sized IT related projects in a sizeable large business/educational environment, from conception through to completion/go live and hand over to operational support teams. | E | AF,S |
|  | Experience with/supervising day-to-day workloads/tasks being undertaken by multiple staff (including temporary staff) on lower grades. | E | AF,S |
|  | At least 6 years very recent ‘full-time’ related work experience supporting front line IT in a larger business/educational environment, which the last 2 years was at a senior IT Support Engineer level or above (or equivalent IT role; for example such as a Senior Service Delivery Analyst). | E | AF,S |
|  | Required on occasions to carry IT related hardware (10 – 15 Kg approx) to locations on campus during the normal course of duty. | E | AF,S |
|  | Experience of proactive Problem Management and operational Change Management in a business/educational environment. | D | AF,S |
| **2.** | **Skills & Abilities** |  |  |
|  | Clearly demonstrated good skills & abilities (not necessarily from an educational background) covering the ‘Key Responsibilities’ as described in the Job Description section in the application pack. | E | AF,S |
|  | Excellent verbal and written communication skills (by phone, email or face to face). | E | AF,S |
|  | Ability to plan, prioritise and organise workload as part of a team or individually (both own workloads and for other staff). | E | AF,S |
|  | Ability to resolve related problems adopting appropriate procedures expected at the level of this specialist role. | E | AF,S |
|  | Able to receive, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist expected at the level of this specialist role. | D | AF,S |
|  | Abilities in implementing previously unknown new systems, technologies or processes. This includes creating and planning your own new ideas. | E | AF,S |
| **3.**  | **Qualifications, Education & Training** |  |  |
|  | 5 GCSEs at grade C or above including English and Mathematics or an IT related qualification | E | AF,S |
|  | HNC/HND (or equivalent) in IT or engineering discipline or equivalent level of experience for this type/level of role. | E | AF,S |
|  | BSc/BA in IT or related discipline. | D | AF,S |
|  | ITIL Foundation Certification. | D | AF,S |
|  | Microsoft Certification/Accreditation in a relevant discipline. | D | AF,S |
| **4.** | **Other Requirements** |  |  |
|  | Desire to learn new skills and to motivate others. | E | AF,S |
|  | Proactive and innovative. | E | AF,S |
|  | Ability to remain calm in demanding situations. | E | AF,S |
|  | Ability to proactively resolve technically challenging assignments. | D | AF,S |

**Legend**

Rating of attribute: E = essential; D = desirable

Source of evidence: AF = Application Form; S = Selection Programme (including Interview, Test, Presentation, References)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/jobhazardinformation/filetodownload%2C164407%2Cen.doc) **document in order to do this.**  |
| 1. International travel/Fieldwork
 |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants)  |  |
| 1. Manual Handling (of loads/people)
 | x | 14. Working at height | x |
| 1. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers)
 |  | 15. Working with sewage, drains, river or canal water  |  |
| 1. Genetically modified Organisms
 |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA
 |  | 17. Vibrating tools  |  |
| 1. Night Working

 (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment (including lone working)
 | x | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use, book sensitization etc)
 | x | 20. Small print/colour coding |  |
| 1. Ionising radiation/ non-ionising radiation/lasers/UV radiation
 | 21. Contaminated soil/bioaerosols |  |
| 10. Asbestos and lead  | 22. Nanomaterials  |
| 11. Driving on University business (mini-bus, van, bus, forklift truck etc)  | 23. Workplace stressors (e.g. workload, relationships, job role etc) x |
| 12. Food handling  | 24. Other (please specify)  |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | Robert Cox |
| **Date** | 6th June 2017 |
| **Extension number** | 5414 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.



**IS - Service Delivery Specialist (IT)**

**Details for Applicants**

**June 2017**

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| **About the Information Services Department** |

**1. Purpose of the Department**

The Information Services Department is responsible for providing all IT services across the University. The department follows an ethos of service excellence and we use the ITIL framework to ensure that we meet our exacting standards.

The department has several groups, each tasked with a specific function but working together to provide first class services:

**Business Operations**: Business Operations is responsible for providing administrative, procurement and telephone services. They provide essential support to both Information Services and the University.

**Enterprise Platform Services**: EPS is responsible for our dual data centres, data and voice networks, server platforms and software platforms.

**Application Design & Maintenance**: ADM is responsible for the management and development of our major business applications such as HR, Student Records and our Virtual Learning Environment (VLE).

**Programme Office**: The Programme Office is responsible for all project and portfolio management, utilising a PRINCE2 based framework. Business Analysts work with business owners across the University and with colleagues in IS to ensure that projects meet requirements.

**Service Delivery**: Service Delivery work with faculties and departments to ensure that IS is aware of customer requirements and to advise customers of new services. Service Delivery is also responsible for providing the front line IT support to the entire University.

**Enterprise Architecture Group**: EAG are responsible for ensuring that all new services fit into our existing architecture and to follow industry trends to ensure that the University is well placed strategically for future platform development.

**2. Values of the Department**

Information Services aspires to be the foundation of service excellence throughout the University, driving innovation and providing world-class services to students and staff. The following values are integral to our work:

