



Job description

Service Desk Technician

Company context

INTO's Mission: *Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.*

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our Mission is underpinned by five core values: Purpose, Partnership, Performance, Passion and Pride. We seek employees who share these values in an organisation which has a diversity of talent specialisms and cultures.

Our website <http://www.intoglobal.com> has details of how we are organised and our outstanding achievements so far.

Reporting line

The role reports to the IT Support Team Manager

Working Hours

These are 7 ½ hours, and we provide support cover between the hours of 8:00 – 18:00. The role will work to a rota to ensure these hours are covered, and with handoff to other globally located support teams.

Job purpose

The post is part of INTO's UK TechHub Support Team, which in turn is part of the IT Operations Team. The team is divided into 4 key areas IT Service/Support, IS Infrastructure, Change Management and IT Security. This role will be part of the IT Service and Support function.

The TechHub team is responsible for IT Support across a variety of systems including desktop, server, network and mobile devices. All support is logged through the corporate Help Desk. The role will also assist other IT departments with their IT requirements, as advised by the IT Support Team Manager.

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Key accountabilities and duties

- Provide 1st line technical support to all INTO staff within the Brighton Office and global staff, over telephone and email, or logged on the corporate Service Desk.
- Act as the first contact for all hardware, software and other IT related issues.
- Provide 1st line troubleshooting for the network environments in company offices.
- Log support tickets, provide status updates to users, and escalate as appropriate to other team members. Ensure tickets are resolved and responded to within agreed SLA targets.
- Provide clear, easily understood communications, to INTO's customers and stakeholders.
- Provide hardware and software support on desktop and laptop computers, covering Windows and Mac OS X operating systems.
- Carry out new computer equipment builds, and rebuilds of existing equipment, as required.
- Provide support on mobile telephony and devices.
- Carry out account creation and termination across all INTO systems for all new, leaving or changing staff.
- Assist with the induction and training process of new and existing staff.
- For new workspaces, ensure that data points and power points are available to staff and install new equipment.
- Carry out the agreed purchase process for new equipment in Asia and the ROW region, ensuring equipment is configured and shipped to users as needed.
- Work on other IUP IT projects as requested by the IT Support Manager (this may include travel to other INTO offices).
- Contribute to the continual service improvement of IT systems and processes within INTO worldwide.
- Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request;
- We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working;
- This role may involve occasional travel to, and working from, other INTO sites.
- At certain times of year some evening and weekend work will be required as part of this role and a flexible approach to working hours will be expected.

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Location

The post is based in Brighton, UK. Occasional travel within the UK and globally may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or Partner location at any time.

Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- Appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Person Specification

| | Essential | Desirable |
|---------------------------|---|---|
| Legal Status | <ul style="list-style-type: none"> • Appropriate DBS check will be required prior to confirmation of appointment. • Eligibility to work in and travel freely to and from UK | |
| Knowledge / Skills | <ul style="list-style-type: none"> • English speaking • Exposure to corporate networking environment. • Experience in Windows operating systems, including troubleshooting and resolution. • The role requires good working knowledge of IT, Microsoft Office tools and corporate systems and will be expected to understand and follow procedures. • Experience in front line IT support. • Technical knowledge of multi-user IT systems within a user setting. • Confident telephone manner and face to face communication. • Ability to work alone with minimal supervision. | <ul style="list-style-type: none"> • An interest in other nationalities and cultures. • Previous experience of supporting telephone systems. • Experience of using an IT Ticketing System • Knowledge of AV equipment and conferencing equipment. • Working in an office environment providing 1-1 support with staff. |

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| | <ul style="list-style-type: none">• An approachable, warm and friendly manner.• Excellent communication skills.• Ability to work in a fast-moving environment.• The ability to prioritise, meet deadlines and work under pressure.• Flexibility & willingness to learn about / undertake new tasks.• Good team player.• Good attention to detail.• High standards of customer service. | |
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