



IT Support Engineer – Ref: 3AITS19A

RECRUITMENT PACK

Closing date: Friday 10th May 2024 at 5.00pm.

Included in this pack

- Role Outline
- About the University
- Job Specific Details
- Job Description / Role Profile
- Person Specification
- Further information and Benefits of Working at Liverpool Hope University
- Useful Links and How to Apply



PERSONNEL DEPARTMENT RECRUITMENT PACK

POST: IT Support Engineer

STARTING DATE: As soon as possible

SALARY RANGE: Grade 6 (£31,396 to £36,024 per annum)

TYPE OF CONTRACT: Permanent

WORK PATTERN: Full-time. 35 hours per week, Monday to Friday.

REPORTS TO: Mike Beecroft

THE UNIVERSITY

If you join us, you will be doing so at an exciting time in our development and join a team of over a thousand staff, committed to providing education to our thousands of students. Liverpool Hope University is a financially sound, vibrant academic community with excellent scholarly standards and high ambition. We are proud of our past, confident in our present and excited about our future.

Hope is a liberal arts inspired university with a unique ecumenical Christian foundation, which strives to provide a deep and well-rounded education of the whole person irrespective of faith, age, social class or ethnic origins or physical capacity. We are a real community with two beautiful garden campuses which has striven for and, we believe, achieved that balance between research and teaching. We have also successfully brought together the benefits of full University status (including RDAP) with the value of a college experience. At Hope a drive for academic excellence and a genuine concern to widen participation complement each other. Ours, we say with justification, is 'a University with a collegiate heart'.

THE POST:

Liverpool Hope University are looking to recruit a IT Support Engineer to join the IT Services department.

The post holder will be responsible for the support of learning, teaching, research, administration, conference and enterprise activities at the University with particular responsibility for the provision, maintenance and development of end user devices and application services.

We are seeking a candidate educated to degree level with relevant experience in the areas set out in the job description / person specification.

Excellent organisational and communication are required. The post holder will be required to work flexibly and show personal initiative. Candidates should have a commitment to providing a high-quality IT experience.

The post is permanent, subject to the normal probationary period of twelve months.

JOB DESCRIPTION/KEY DUTIES OF THE POST:

Job Title	IT Support Engineer	Code	3AITS19A
Subject/Service Area	IT Services		
Reports to	Desktop / AV Team Leader		
Accountable To	Chief Information Officer		

Purpose of Job

To support the learning, teaching, research, administration, conference and enterprise activities of Liverpool Hope University with particular responsibility for the provision, maintenance and development of end user devices and application services.

Key Tasks / Responsibilities

1. Take a leading role and provide technical recommendations in the installation, configuration and support of end user devices including Desktops, Laptops, Tablets and Smartphones ensuring that they are operable, stable and meet the user requirements within the approved University IT policies.
2. Ensure that items referred by the IT Service Desk or the Desktop / AV Team Leader assigned to the postholder are completed in an appropriate and timely fashion
3. Produce scripts and guidance notes for the installation of proposed software and / or the updating of images used on end user devices.
4. Ensure that the implementation of changes to infrastructure components follows approved change management processes
5. Contribute to the identification of the approach to Mobile Device Management and maintain / configure the agreed solutions
6. Produce and maintain documentation on new, current and changed components and configurations
7. Proactively ensure that the University equipment is secure and meets all agreed standards including the detection and recording of Acceptable Use breaches.
8. Review all proposed software to be uploaded to any end user devices to ensure compliance with all approved University IT policies
9. Put forward proposals for enhancements to and upgrades of any components that improve the experience of the end Users, enhance security or improve data flow
10. Ensure that the University has an accurate asset register for all end user devices including appropriate details of each device
11. Take a lead role in small to medium sized projects
12. Work with other members of IT Services and wider University colleagues to ensure that the services provided meet the reasonable needs of staff, students and other users of the University provision, consistent with the University's strategic aims.
13. Provide support to disabled students / staff re technology and adaptive software
14. Contribute, as required, to wider University events such as, but not limited to, Graduation, Inaugural Lectures etc.

Work performed

1. Take a leading role and provide technical recommendations in the installation, configuration and support of end user devices including Desktops, Laptops, Tablets and Smartphones ensuring that they are operable, stable and meet the user requirements within the approved University IT policies.
 - Assist in the creation of desktop images and their rollout using Microsoft solutions
 - Maintain the University's deployment servers and software library
 - Update image configurations as required along with updating software task sequences and deployment methods
 - Be involved in the testing and planning of operating system and software deployments
 - Undertake routine housekeeping activities in line with administrative policies and procedures
 - Proactively manage incidents and service requests, ensuring appropriate communication at all stages of the incident lifecycle.
 - Escalate unresolved and reoccurring issues to the Desktop / AV Team Leader
2. Ensure that items referred by the IT Service Desk or the Desktop / AV Team Leader that are assigned to the postholder are completed in an appropriate and timely fashion.
 - Review incidents and service requests allocated to the postholder
 - Ensure that Voicemail & Emails are checked and responded to within targets
 - Assist users to undertake first line diagnostics
 - Identify improvements and actions relating to Complaints/Compliments
3. Produce scripts and guidance notes for the installation of proposed software and / or the updating of images used on end user devices.
 - Create software installation packages using scripting techniques
4. Ensure that the implementation of changes to infrastructure components follows approved change management processes.
5. Contribute to the identification of the approach to Mobile Device Management and maintain / configure the agreed solutions.
6. Produce and maintain documentation on new, current and changed components and configurations.
7. Proactively ensure that the University equipment is secure and meets all agreed standards including the detection and recording of Acceptable Use breaches.
 - Validate that the anti-virus software used on devices is appropriate and up to date
 - Ensure that devices are security patched up to date

- Investigate potential breaches of University IT Acceptable Use and Security policies
8. Review all proposed software to be uploaded to any end user devices to ensure compliance with all approved University IT policies.
- Liaise with users to ensure software is required and suitably secure
9. Put forward proposals for enhancements to and upgrades of any components that improve the experience of the end users, enhance security or improve data flow.
- Recommend upgrades to the Desktop / AV Team Leader and the Chief Information Officer
 - Identify the objective and scope of the change, ensuring that all the relevant infrastructure components have been identified
 - Define success and completion criteria to be met prior to the implementation of the change
 - Define and implement suitable System and User Acceptance testing plans
 - Ensure that all the appropriate documentation has been produced / updated
10. Ensure that the University has an accurate asset register for all end user devices including appropriate details of each device.
- Maintain software libraries, software licenses and audits
11. Take a lead role in small to medium sized projects.
12. Work with other members of IT Services and wider University colleagues to ensure that the services provided meet the reasonable needs of staff, students and other users of the University provision, consistent with the University's strategic aims.
13. Provide support to disabled students / staff re technology and adaptive software.
- Provide support for Assistive Learning software
 - Monitor the IT sector to identify developments which could affect or should be investigated by the University
14. Contribute, as required, to wider University events such as, but not limited to, Graduation, Inaugural Lectures etc

Materials, resources & equipment to be used

Desktops, Laptops, Tablets and any other mobile device
 Printers (black & white and colour)
 Multi-Functional Devices (black & white and colour)
 IT consumables
 Smartphones

Qualifications / Experience Required
See person specification
Regular contacts (internal / external)
<p>Internal All Liverpool Hope Users (Staff, students, visitors and partners)</p> <p>External Suppliers of I.T. hardware and software Conference and other guests</p>
Staff Reporting to Post holder
None

CONDITIONS OF SERVICE:

This post is based at the Hope Park Campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent subject to the normal probationary period of twelve months.

Salary scale for this post is £31,396 to £36,024 per annum. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. Factors which may be taken into consideration when deciding an appropriate starting salary include; previous relevant experience in relation to the role and person specification, consideration of the current salary of the successful candidate (where this can be confirmed by documentary evidence or a reference from the existing employer), consideration of Equal Pay legislation and external market factors. A higher salary should not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and supported by evidence. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

PERSON SPECIFICATION

Person Specification: IT Support Engineer

Methods of Assessment: Application Form (A)
Interview (I)

	Essential (E) Desirable (D)	Method of Assessment
Educational, Qualifications, Training		
A degree or a HND in a computing related discipline or an equivalent professional qualification	E	A
Professional/Technical & Occupational Training		
Evidence of post qualification vocational training e.g. Certification in Microsoft technologies or an equivalent	D	A
Experience		
Experience of implementing infrastructure / software changes	E	A
Experience of working in teams and independently.	E	A
Experience of working in a user service environment.	E	A/I

Skills & Knowledge		
Support and experience of many of the following: <ul style="list-style-type: none"> • Windows and Microsoft Office • Apple Operating Systems • Desktops / Laptops / Tablets / Smartphones • Microsoft deployment solutions • Apple deployment solutions • Microsoft Office applications • Adobe Creative Cloud • Mobile Device Management solutions 	E	A/I
Strong focus on service delivery and users	D	A/I
Ability to work with others at all levels of the University	E	A/I
Converting requirements into IT solutions	D	A/I
Implementing and supporting change	E	A/I
Ability to operate under pressure	E	A/I
Any Other Requirements		
Flexible and adaptable in terms of task, location and time and approach	E	A/I
Health & Safety awareness	D	A/I

FURTHER INFORMATION

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;
- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a University where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties.

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements
- Help with childcare costs

Training and Development

- Induction training for all new staff
- Opportunities to participate in overseas exchange with Erasmus Staff Mobility
- Staff development opportunities

Health and Well-being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of University car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

Useful Links

www.hope.ac.uk/

<https://www.hope.ac.uk/gateway/itservices/>

<https://www.hope.ac.uk/gateway/staff/personnel/>

<https://www.hope.ac.uk/aboutus/jobopportunities/currentvacancies/>

www.hope.ac.uk/gateway/staff/staffdevelopment/newinternationalstaff

How to Apply

You can download the application form by the links below, or request a hard copy by emailing jobs@hope.ac.uk. You must return a Personal Details form (pages 1-3 or 1-4, depending on the version) and a Work History form (pages 4-8 or 5-8, depending on the version) for your application to be accepted.

<https://www.hope.ac.uk/aboutus/jobopportunities/howtoapply/>

