

Job Description

Job Title:	IT Officer
Department:	IT
Responsible to:	Head of IT
Job Purpose: To work on the IT and Technical support provision, identify and fix problems, provide high quality frontline service for all users of IT services, and support with technical issues when needed.	
Main Duties and Responsibilities:	
1. To provide first and second line support for all users of the IT and Technical services.	
2. To staff the frontline helpdesk service and support and assist with the problems registered in the ticketing system, handling enquiries and providing face to face support, telephone support and email support for IT and Technical services. To use appropriate technology to support the service provided.	
3. To support the IT Team in evaluating the problems arising and identify smart solutions to fix them and improve the IT resources and services. To work towards identifying solutions to the IT problems of the users (staff and students) with the aim to improve the services provided by a modern and innovative University that UCLan Cyprus is and aims to excel in.	
4. To be aware of all the audio-visual technology of the university and support its usage, training to other staff, provide support to various events.	
5. To understand the Student Journey process involving the various departments and work towards solutions to ensure student experience and satisfaction is achieved.	
6. To provide continuous feedback to the Head & Deputy Head of IT on the progress and steps and work being done towards the IT support service provided, and indicate solutions to ensure permanent problem-solving.	
7. To deliver basic IT Skills and Technical Training and IT/Systems Induction for all existing and new staff and students.	
8. To develop guidelines and training support materials (videos) including user documentation to facilitate the use of learning resources, IT, AV and Technical services using available technologies.	
9. To assist with the procurement, stock control and management of learning resources and IT equipment under the direction of the IT Manager and maintain accurate and updated records of the IT resources.	
10. To contribute to the development of the team and implement activities for the improvement of the department's operations and the University's IT services provided.	
11. To provide AV support during all events that occur on the campus, and for any university events that might occur off campus.	
12. To participate in IT and University Projects, where appropriate.	

13. To communicate effectively internally and externally, especially with external associates and parties related to IT and Library.

14. To produce management information/reports on projects progress and completion deadlines, on IT services, on systems usage and developments, etc.

15. To contribute to the strategic development of the University by taking initiatives shared with the IT Manager and aiming at improving the University's operations and all services across campus, to both the students, the staff and the guests.

16. To undertake other duties commensurate with the grade of the post.

Print name:	
Sign:	
Date:	

Person Specification

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Department:	IT

Attributes	Essential	Desirable	Measured By
Work Experience	Experience of providing first level technician support.		Application/ interview
	Experience in a support service. Experience of providing technician support for IT and audio visual equipment.		
	Experience of using IT systems		
	Evidence of competence in windows based applications		
Education/ Qualifications	Bachelor's Degree in relevant area i.e. Computer Science, Computer Engineering		Application/ certificates
Skills/Abilities	Ability to undertake maintenance of IT and audiovisual equipment		Application/ interview
	Ability to communicate well verbally and in writing.	Ability to create basic presentations using PowerPoint.	
	Evidence of good and quick problem solving skills		
	Ability to produce basic documentation both paper and electronic and accurate reporting	Ability to deliver basic training and induction on library and IT skills to students and staff.	
	Good Interpersonal Skills		
	Ability to work under pressure		
	Good organisational skills		

Other	Stated commitment to University mission		
	Demonstrate flexibility of approach		Application/ Interview
	Ability to work flexibly between 8.00am and 9.00pm and occasional weekends		

Print name:	
Sign:	
Date:	