

Job Title: Facilities IT Support Technician  
Type of Post: 1 full-time, open-ended post at Band C  
Location: Rutherford Appleton Laboratory, Oxfordshire, UK  
Directorate: Facilities Development & Operations Directorate  
Department: ISIS  
Salary Range: £21,098 to £23,442  
Deadline for Applications: 20<sup>th</sup> March 2010  
Interview Date: 16<sup>th</sup> April 2010

### **Detailed Job Description**

#### **Background**

The Facilities IT Service Desk team provides a full IT Support service to all its users of MS Windows-based PC systems at RAL, in addition to assisting scientists with their more specific IT requirements. This service covers the provision of expert technical support to over 900 desktop PCs running Windows XP/7 via a service desk model. It includes a wide range of activities such as: purchasing, installation, upgrades, security patching, hardware maintenance, operating system and application support. In addition, it manages and develops back-end systems such as MS Windows Active Directory domains, file servers and back-office applications including: IIS, WSUS, SQL and SharePoint. The desktop systems range from standard office PCs to high-end CAD workstations, with MS Office 2007 and Outlook being standard across all users. The back-office servers run Windows 2003/2008 server, with many being mission critical. We are always keen to explore new and emerging technologies and adopt these early where there are clear benefits. Recent examples include MS Windows 2008 clustered Hyper-V virtualisation, based around iSCSI and SAN disk topologies.

We currently have one vacancy within the team at a junior level to help provide these services. It will primarily involve working in a team to provide 1st and 2nd line desktop support to our user base. The jobholder will report to the Service Desk Supervisor.

#### **List of Duties or Work Programme**

- Providing 1st & 2nd line PC and Office system support to supported staff, within the terms of the SLA, working closely with the rest of the team to provide a fast, friendly & efficient service.
- Handling new and existing queries via phone, email and personal visits to the users, ensuring that issues are properly logged and tracked in the helpdesk system, while keeping the customer informed of progress at all stages. Where issues cannot be resolved with existing knowledge, they must be escalated through the helpdesk system in a timely manner.
- Developing and delivering technical expertise on Microsoft Desktop Products in

an enterprise environment.

- Installing, upgrading and managing Windows XP/7 workstations, following all procedures carefully and closely. Diagnosing and resolving hardware and software problems.
- Encrypting laptops and PDA's.
- Undertaking hardware and software procurement as required.
- Assisting with local network management and maintenance.
- Ensuring that the security of systems with which they work is maintained in accordance with the requirements of the STFC IT Security Officer by ensuring that all work is undertaken within recognised procedures and working practices.
- Continually striving to extend their own technical knowledge in relevant areas by undertaking personal learning and development, reading current, relevant publications and working towards achieving industry recognised qualifications (eg. MCP's, etc.).

### **Contacts and Communication**

The post holder will have regular contact and communications with a wide range of people, including:

- Supported users to advise and resolve IT related issues.
- External suppliers of IT related goods and services for purchasing, repair, etc.

### **Personal Skills and Attributes Required**

- Demonstrable ability to rapidly acquire in-depth expertise in computing systems and be able to apply it the IT support environment. Training will be given, but in order to keep up-to-date, a large amount of learning will need to be achieved by personal research, such as reading technical publications/web sites and exploring the setup of existing systems.
- Candidates should have some relevant experience of supporting PC-based computer systems and applications, preferably in a formal support desk role within a corporate environment, with excellent customer service skills and attitude.
- IT support experience within a corporate MS Exchange and Active Directory environment would be an advantage.
- Industry standard qualifications, such as MCP, MCSE, ITIL, etc. would be an advantage.
- Ability to think creatively, to seek and accept change and continuous improvement and a willingness to work to quality standards and procedures. A basic understanding of ITIL or equivalent customer service management standards would be an advantage.
- Willingness and enthusiasm for providing high-quality IT support to all levels of users and problem types, from simple front-line queries to more complex and in-depth problems.
- High level of drive, enthusiasm and focus on the achievement of goals.

- Good inter-personal skills, particularly in communication, teamwork, problem-solving and customer relationship management.
- Able to prove a satisfactory record of performance, conduct and attendance in current and recent previous employment.

#### **Any other relevant information**

- May need to be classified as a low-level radiation worker in order to access certain parts of site.

#### **Any other Relevant Information**

For an informal discussion about this post, please contact Nick Fielden by emailing [nick.fielden@stfc.ac.uk](mailto:nick.fielden@stfc.ac.uk)

***STFC is an equal opportunity employer and promotes diversity in its workforce. We are particularly keen to consider applications from groups currently underrepresented in the workforce and we are positive about disability.***

*All posts are subject to pre-employment screening.*

### **Position and Person Requirements**

**Candidates should note that in completing the online questionnaire you should address yourself to this person specification, demonstrating by example how you meet the criteria contained within. Please also include any other information, which you feel is of relevance to your application.**

#### **Qualifications**

##### **Essential:**

- Minimum for Band.

##### **Desirable:**

- Industry standard qualification such as MCP, A+, etc.

#### **Knowledge and Experience**

##### **Essential:**

- Must have made extensive use of PCs running Windows (XP, Vista or W7).
- Some relevant experience of supporting a reasonable number of PCs in a formal support desk role within in a corporate environment.

- Have experience of configuring all aspects of PC hardware.
- Have experience of installing and supporting Windows XP/Vista and Office applications.
- Have experience of specifying, ordering and purchasing IT equipment, preferably in a corporate environment.
- Knowledge of user account management in a Windows Domain environment.
- Working knowledge of Windows Domains and experience of supporting PCs in such an environment.

**Desirable:**

- Basic knowledge of ITIL Service Management practices and procedures.
- Have installed, supported, and/or maintained W2K3 or W2K8 servers, incl. s/w, h/w & apps.

**Personal skills/qualities**

**Essential:**

- Logical approach to problem solving.
- Inquisitive mind as to how things work.
- A strong interest in all aspects of IT and a strong desire to build/advance a career in IT Support.
- Ability to master technical issues quickly.
- Excellent customer service and helpdesk skills.
- Able to understand and explain technical computing problems to both technical and non-technical staff.
- Good interpersonal skills and able to deal with people at all levels of the organisation.
- Good spoken and written English, especially over the telephone.
- Ability to read and comprehend technical publications.
- Ability to work under pressure.
- Ability to work in a team and independently.
- Ability to think creatively and to seek and accept change and continuous improvement.
- Self motivated and well organised.
- Strong desire to help others.

**Special Requirements**

**Essential:**

- Able-bodied enough to unpack and move IT equipment as this is an essential part of the job.
- Able and willing to be a classified low-level radiation worker.

