# Ravensbourne

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| ROLE DESCRIPTION AND PERSON SPECIFICATION PROFESSIONAL AND ADMINISTRATIVE STAFF |
| Role Title: IT Solutions Specialist  Service: IT Services  Pay Band: C  Reports to: Head of IT Operations |
| Purpose of Role: The purpose of this role is to support, build and develop modern technology based solutions to ensure the efficient operation of the organisation. The post holder will provide technical assistance in designing, improving and implementing IT systems and processes that meet the needs of our staff and students. You will work closely with stakeholders, developers and other IT professionals to analyse existing systems, identify requirements and propose solutions.  The IT Solutions specialist will support, manage and develop the organisations desktop and mobile computing devices and labs (Windows and Apple Mac) as well as its key desktop and enterprise software platforms.  The role will also be involved in developing custom solutions using new and emergent technologies to empower and transform the organisations digital capabilities including digitisation of processes, automation, workflow, IOT Technologies, machine learning and AI, virtual workspaces and virtualised application delivery systems. |
| Role Responsibilities:  * Provide 2nd/3rd line support of Windows and Mac devices including troubleshooting complex faults with software and hardware * Manage the client environment with centralised tools (i.e. Active Directory, Intune, Windows Defender) * Identify, purchase, install, configure & support desktop and enterprise applications * Office 365 Systems Administration – Management of operational administration activities including provisioning, configuration, security and licencing. * Device Support – Working with suppliers and vendors to support specialised hardware (Laptop Lockers, IOT Devices, Digital Signage displays). * Managing the asset register to ensure that it accurately reflects any changes of IT components and making sure asset holders are identified correctly. * Solutions Development – Building solutions to solve business problems or innovate business processes (i.e. Interactive chat bots, Automation of workflows, PowerApps etc) * Creation of end user and system administrator documentation. * Provide training and support to users on the use of new technologies and troubleshoot issues * Contribute towards the generation and maintenance of knowledge management documentation and procedures. * Follow the SLA’s and ITIL processes ensuring incidents and queries are dealt with in an effective and timely manner. * Assist with the implementation of IT projects, supporting the testing, training   and release of new products and technologies   * Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness * To keep abreast of new technology and to develop such skills as are required to remain effective in this role. * Undertake such training, re-training and updating as may be necessary to fulfil the requirements of the above. It is expected this will be largely self-led learning initiated by the post holder. * Undertake other duties, at any location in support of IT Services departmental or wider institutional objectives.  General Responsibilities:  * Engage in Institution-wide committees or working parties when required. * Demonstrate understanding of Ravensbourne’s values, culture and educational ethos and promote these through everyday practice in the role. * Work within Ravensbourne’s Code of Conduct and other Rules. * Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate. * Carry out the policies, procedures and practices of Health & Safety in all aspects of the role. * Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne’s work, and show commitment through everyday practice in the role. * Work in accordance with, and promote Ravensbourne’s environmental sustainability policy and practices. |
| Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):  * Head of IT Operations, IT Senior Solutions Specialist, Service Desk Analyst |

## Person Specification (Knowledge, Skills and Behaviours)

|  | **Essential** | **Desirable** |
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| **Core Personal Skills**  Minimum Qualification Required:Degree in a related field or equivalent experience | MC900434713[1] |  |
| Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them. | MC900434713[1] |  |
| Team working Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved. | MC900434713[1] |  |
| Communicating and relating to others Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon. | MC900434713[1] |  |
| Organising work Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met. | MC900434713[1] |  |
| Problem solving and decision making Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation | MC900434713[1] |  |
| Future focussed and change-ready Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements. | MC900434713[1] |  |
| Professional and Administrative knowledge and know–howService Knowledge and its application Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne’s nature, scale and complexity, and keeps that knowledge and its application up to date and relevant | MC900434713[1] |  |
| Professional and Administrative service delivery, systems and processesDelivering the service Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement | MC900434713[1] |  |

## Person Specification (Technical Skills and Experience)

|  | **Essential** | **Desirable** |
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| Substantial experience in the technical support of desktop, mobile devices and common software packages | MC900434713[1] |  |
| Experience in the support and management of enterprise software platforms (finance, timetabling, student record, document management, email systems) |  | MC900434713[1] |
| Installing, Configuring and licencing software on an enterprise network | MC900434713[1] |  |
| Administration of Active Directory – Policy management, Group and Object management |  | MC900434713[1] |
| Experience of building workflows and systems automation |  | MC900434713[1] |
| Experience of using cmd/run to execute windows functions through CLI | MC900434713[1] |  |
| Management of admin rights and configuration of file permissions on windows folders | MC900434713[1] |  |
| Support and configuration of printers, scanners, plasma screens and IOT Devices | MC900434713[1] |  |
| Knowledge of O365 Products | MC900434713[1] |  |
| Experience of O365 Systems Administration |  | MC900434713[1] |
| Knowledge of basic enterprise networking (DNS, DHCP, TCP/IP etc) | MC900434713[1] |  |
| ITIL V3 |  | MC900434713[1] |