**Job Description**

<table>
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<th>Job title:</th>
<th>Festival IT Support</th>
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<td>Responsible to:</td>
<td>IT and Systems Manager</td>
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<td>Department:</td>
<td>IT</td>
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<td>Date:</td>
<td>February 2019</td>
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**Job Purpose and general information:**

To act as the central point of contact between staff users and the IT department for queries relating to all EPOS and desktop support.

To handle incidents and requests and be involved in service restoration in order to minimise disruption and ensure a high quality service to all users on all systems.

Working hours will be 09:30-17:30 first two weeks. Thereafter 6 hours per day, any 6 days from 7 with earliest starts being 08:30 and latest finishes 22:00.

**Main duties and responsibilities:**

- To assist in all areas of EPOS & desktop support.
- To provide a single point of contact and deliver high quality support to users.

For all areas of the IT department with main focus on EPOS & desktop support the Festival IT Support will:

- Receive and record all calls from users; dealing directly with simple requests and complaints.
- Provide initial assessment of all incidents, making a first attempt at incident resolution and escalating to second and third line of support where appropriate.
- Take responsibility for ownership of incidents and ensuring the user is kept informed of progress.
- Work with Students’ Association staff to ensure equipment meets the users’ requirements.
- Maintaining an accurate, up to date and complete log of all knowledge and information.
- Assist in user acceptance of any new systems and technologies.
- Liaise with external providers where needed to ensure continued service delivery.
- As a member of Support Services staff the postholder will be required to work as part of that team undertaking relevant duties as appropriate.
- Assess recurring issues, investigate these and use appropriate methods to resolve the root cause using agreed processes.
- To assist in providing help desk cover along with other IT staff.
### Other

- The Students’ Association’s overall vision is that *all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected*. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.

- A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities.

- A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners.

- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.

- Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures.

- A commitment to training and development of self and others.

- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management.
### Person Specification

**Essential:**

**General:**
- A very positive attitude towards the Students’ Association with a strong desire to work with and support future developments to reach consistent standards of excellence across the organisation.
- A strong commitment to delivering a genuinely world leading student experience for our student members.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.

**Specific:**
- Excellent verbal and written communication skills.
- Experience of researching a range of IT issues.
- Strong organisational skills and the ability to prioritise.
- Excellent listening skills.
- Ability to work with people at different levels within the organisation.
- Attention to detail.
- Flexible approach to hours—must be able to work during University holidays.

**Other:**
- The ability to build and maintain good working relationships with fellow staff and members/customers.
- Ability to work as part of a team as well as on an individual basis.
- A demonstrable ability to cope with demanding situations with a mature and calm disposition at all times.
- A willingness to learn new skills as required and undertake appropriate training.
- Enthusiasm, self motivation, imagination and ambition.
- Flexibility in terms of hours worked/shift patterns. After initial training, shifts will be 6 hours between the hours of 08:30 and 22:00, any 6 days from 7.
- Commitment to attend a setup and crash down night which will involve longer working to 4/5am is also essential.

**Desirable:**
- Achieved or working towards a Computing Degree or equivalent.
- Experience working with or supporting EPOS systems.
- Basic network termination.
- Experience of researching a range of IT issues.
- Practical experience of IT systems, software, hardware and service desk support.
- Previous experience of using computers in a University environment.
Shared Values:
Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.
- Students first
- Home from Home
- A place for all
- Power to change

Shared Competencies:
- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Knowledge & Skills Development
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviours you need to demonstrate in this role. Within the competency structure, this is a Level 2 position.