**Industrial Year Placement – ICT Technician
Information Services**

**Salary: *£13, 000***

This placement will be part of the ICT Technical Services Team within the ICT Support Group in Information Services.

The ICT Technical Services Team support PCs, notebooks and general ICT equipment for staff and students.

This is a full time placement, working 36.5 hour a week, for 13 months.

Normal hours of work fall between 8:30-17:30 Monday to Friday (except for Wednesday which is 08:30-13:00). On occasions the post holder may be required to work outside of these hours for which time off in lieu will be given.

Informal enquiries regarding this post can be made to Andrew Chick, ICITT Support and Procurement Manager (andrew.chick@aber.ac.uk; 01970 823044).

**Closing date: 10am, Monday 14th March 2016**

**Further particulars**

The post holder will report directly to the ICT Technical Services Team Leader and will be part of the ICT Technical Services Team.

**The ICT Technical Services Team:**

* Supply and configure new ICT equipment and undertake upgrades as required.
* Respond to 2nd level ICT support requests for assistance. This includes PC, Mac, peripheral hardware and software related support calls.
* Support of Video Conferencing studios, lecture capture system, translation equipment, off air recording system, graduation streaming and provision of filming for IS and other departments.
* Installation, support and maintenance of AV and specialist ICT equipment in centrally timetabled teaching rooms and student workstation rooms.
* Support for registration, conferences and off-site events.
* Undertake PAT testing of IS managed equipment.

Training will be provided.

The post will be based at the Hugh Owen Library.

**Person Specification**

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| **Person Specification** | **Essential Attributes** | **Desirable Attributes** |
| Qualifications/ Education  | * Full, valid UK driving licence
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| Experience | * Experience with PC Hardware, diagnosing faults and upgrades.
* Experience with operating systems and application software, both in terms of installation and fault resolution.
 | * Previous work experience that involved interacting with customers and/or IT support.
* Knowledge of Aberystwyth University, it’s campuses, network and study environment
* An understanding of data protection issues and/or experience of handling confidential information appropriately.
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| Skills | * Good interpersonal skills, as demonstrated by the ability to deal pleasantly and effectively with a wide range of people.
* Excellent communication skills, both oral and written with the ability to convey information in a clear, concise manner.
* Confident in navigating computers systems.
* In depth knowledge of Microsoft Windows and Office.
* Confident telephone manner.
* Welsh Language Standard A\*
 | * Willingness to learn Welsh to Standard B. \*\*
* Ability to acquire new skills and apply them effectively.
* Ability to work under own initiative.
* Ability to follow procedures.
* Ability to work independently and with minimum supervision.
* Ability to work effectively as part of a team.
* Ability to work under pressure and to respond to problems quickly and calmly.
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| Personal Qualities |  | * Strongly committed to providing excellent customer service.
* Reliable and flexible approach to work.
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**Standard/Safon A (Level 0/0)**

* *The ability to understand the bilingual nature of the University and an awareness of the procedures in place to support working bilingually.*

**Standard/Safon B (Level 2/0)**

 • *The ability to understand simple instructions or simple telephone messages.*

 *• The ability to understand people conversing on familiar subjects.*

 *• The ability to hold a conversation on familiar subjects, e.g. the weather, work, family.*

 *• The ability to transfer simple instructions or convey simple messages from telephone*