

Customer and Technical Support Advisor – Learning and Information Services – Grade E

Job Description

Purpose

To work collaboratively with Customer Service colleagues, supporting each other to provide a consistently high level of customer service to all University users of LIS services, as measured by feedback and within service level agreements. This role involves clarifying matters of a non-routine nature and may include limited supervisory responsibilities.

Duties

1. Use ITIL service management practices to resolve IT and customer service management support queries within defined service level agreements and received via a service portal, telephone, email, online chat or in person.
2. Receive, understand and convey routine or standard information clearly and concisely in the appropriate format according to the customers understanding and requirements.
3. Apply problem-solving and analytical skills to regular queries of a non-routine nature, where an immediate solution may not be apparent, showing understanding on the impacts of issues on users. Engagement with third party support agencies may be required.
4. Refer or escalate complex and highly technical support issues through liaison with IT specialists via the service management system, following the completion of all investigations to produce accurate records to handover to the team.
5. Maintain and promote the library as a safe, secure, and welcoming environment to all customers. Proactively communicate the services available within the building along with understanding and ensuring library rules are maintained.
6. Advise visitors on all services available within the University Library buildings.
7. Provide advice and guidance to staff and students on the usage and operation of IT and audio-visual equipment and facilities, including emergency support for lectures in teaching rooms and online via TEAMS.
8. In line with the University's Knowledge Management and Continual Service Improvement processes, participate in the revision of content shared with customers across all delivery mechanisms inclusive of User Guides, Knowledge Bases & Self-Service Portals.

9. Support and undertake testing of new service offerings, changes to existing services, and service improvement initiatives.
10. Provide a consistently high level of service to all customers, including all visitors to the University Library.
11. Demonstrate flexibility and commitment to the University and LIS mission statements, policies, and development plans.
12. Staff may be required to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
13. As business needs change, staff may be required to work on a rota basis covering 5 out of every 7 days (or pro-rata for part-time staff), which will include evening and weekend working during term time.
14. Carry out any other duties commensurate with the grade.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience in a customer-facing, helpdesk, and/or technical support role, including call management and logging software (Application/Interview).
- A-Levels or equivalent post-secondary qualifications, or equivalent experiential learning (Application)
- Demonstrable evidence of excellent communication skills, both written and verbal, with the ability to present information clearly and succinctly (Application/Interview).
- Excellent IT literacy and knowledge of PC systems (Application/Interview).
- Ability to participate and work effectively as a member of a team, with limited supervisory responsibilities and the ability to confidently make decisions (Application/Interview).
- Excellent customer service skills, with the ability to analyse and solve customer and technical support queries and communicate specialist knowledge (Application/Interview).
- Excellent organisational skills and the ability to work consistently under pressure, managing own workload, prioritising work, and meeting personal and team deadlines (Application/Interview).
- Ability to build positive relationships with customers and colleagues and networks external to the team, conveying information appropriately (Application/Interview).
- Awareness and understanding of confidentiality and knowledge of current GDPR regulations (Application/Interview).

- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Previous experience of working in a further or higher education environment (Application/Interview).
- Experience of supporting PC and printer hardware and operating systems (Application/Interview).
- Practical experience in the use of professional IT and audio-visual equipment (Application/Interview).
- Post-secondary qualification in an IT or Media related discipline (Application).
- Knowledge of Apple Mac hardware and software (Application/Interview).
- Knowledge of Active Directory and Microsoft (Application/Interview).
- ITIL foundation certificate (Application).