IT Support Officer (1.0FTE)
Information Technology
Permanent

The Glasgow School of Art

The Glasgow School of Art (GSA) is one of Europe's leading independent university-level institutions for the visual creative disciplines. Our studio-based, specialist, practice-led learning and research draws talented individuals with a shared passion for visual culture and creative production from all over the world.

Originally founded in 1845, today we have 2150 students studying across architecture, design, digital, fine art and history and theory. As we develop new academic programmes and enhance our areas of expertise and inter-disciplinarity, our ambition towards 2018 is to continue to grow our student community in Glasgow to our 25% target, and continue to grow our research profile and campuses in Singapore and the Scottish Highlands and Islands. Our internationalisation strategy is embedded across our academic programmes and research, connecting the GSA with some of the world's leading universities and specialist higher education institutions.

Recognised by the Scottish Funding Council as an independent, specialist institution the GSA is an important and integral part of Scotland's higher education provision. Working in partnership with universities across Scotland and the UK, our degree programmes are validated by the University of Glasgow. The University of Glasgow has validated our programmes since 1992 and whilst the Senate of the University has ultimate responsibility for the awards, there is maximum delegation to the GSA for its own quality assurance procedures. The School, through its Academic Council, is also responsible for the development, monitoring, evaluation and updating of its academic framework.

Our 185 academic staff, 80% of which are research active, form a strong creative community united in the ambition to see GSA positioned as a global leader in studio based research and teaching, transforming thinking by developing creative approaches with new audiences, locally, nationally and internationally. As one of the UK's largest and most intensive research communities for the visual creative disciplines, GSA's research activity is clustered into the following interdisciplinary themes:

- Architecture, urbanism and the public sphere
- Contemporary art and curating
- Design innovation
- Digital visualisation
- Education in art, design and architecture
- Health and wellbeing
- Material culture
- Sustainability

Moving forward GSA has ambitious plans to develop its research profile further through internal collaboration and new partnerships with National and International Organisations. We recognise the distinctive contribution made by visual creative disciplines within the rapidly growing interdisciplinary research agenda and seek to position GSA as a global leader in this field. This will involve development and mentoring of GSA's own research talent, recruitment of the best new staff, the securing of higher levels of external research funding to support research projects and further growth in the scale and activity of GSA's PhD community.

While we are firmly rooted in Glasgow, one of Europe's leading creative cities, we are international in outlook with one of the UK's highest percentages of international students and one of Scotland's largest percentages of students from the rest of the UK. Over the last five years over £65 million has been invested in our estates including the recently opened Reid Building. Further investment is currently being planned which will create a cohesive creative campus with the iconic Mackintosh Building at its core.

We have a total income of over £30m, and our aim is to cultivate conditions in which the GSA can continue to achieve great things through what we do, with whom we do it and through creative approaches build on our existing strengths and distinctive assets, in order to:

- Achieve excellence and leadership in student-centred studio-based learning
- Engage with new audiences through inter-disciplinary research
- Extend our global reach and creative engagement
- Be a robust and efficient institution – maximising our resources and our potential

The Studio

Our studio-based approach to learning and innovation has particular relevance in the 21st Century. The place of the studio in creating the environment for inter-disciplinarity, peer learning, critical enquiry, experimentation and prototyping can help to address many of the grand challenges confronting society and contemporary business. It provides space to bring disciplines together, exploring problems in new ways to find innovative solutions. Studio is at the heart of our pedagogy, how we work and how we engage with others.

The Role

Job Title:	IT Support Officer
Location:	6 Rose Street, Glasgow
Reports to:	IT Support Manager
Purpose:	To deliver high quality and responsive ICT support service to end users. You will demonstrate a breadth of ICT support knowledge within a mixed Microsoft Windows and Apple Macintosh environment. You will ensure that there is access to effective and reliable systems and will exhibit the skills necessary to provide a high quality service with a strong customer care focus - one which actively promotes existing and new developments to staff and students.
	The post will report to the IT Support Manager for all management, development and strategic guidance.
	Daily work tasks will be assigned via the IT Service Desk or directly by the IT Support Manager in accordance with GSA's operational priorities and project deliverables.

Dimensions

The post is focused on end-user support and will also involve the support of ICT systems and infrastructure across the institution.

Role of IT Department

The IT department is responsible for the provision of all ICT services across the institution and includes: managing and developing the technical infrastructure, procuring all ICT systems and services, ICT Security, management of third parties and ensuring that end users are provided with appropriate support.

In support of end users within GSA, IT has a number of aims:

- To ensure that the GSA has an appropriate ICT Infrastructure in support of its needs;
- To provide access to high quality, up to date and relevant software and business systems through local PC/Mac and Network based facilities;
- To provide high quality and responsive technical support to end users in their use of Information Technology;
- To ensure that GSA's ICT systems and infrastructure are protected from misuse and abuse (eg. hacking, accidental damage, virus etc.);
- To provide support to departments in the development of their plans thus ensuring a consistent Institution wide development plan for IT;
- To ensure that the Institution obtains value for money from its investment in ICT.

Principal Accountabilities

The post is responsible for providing software and hardware support to end users across GSA's campuses. The post-holder will ensure that end users have access to effective and reliable systems and will exhibit the skills necessary to deliver high quality work in the support and development of these systems.

The principal duties and responsibilities of the post holder are to:

- Respond promptly to IT Service Desk requests and resolve problems for end-users. Work closely with the IT Service Desk Analyst to ensure that service levels are met;

- Perform hardware and software fault investigation and resolution on ICT equipment within the GSA as requested;

- Liaise with the GSA network and infrastructure team to resolve network faults. Collating information as necessary to pass on to the network team;

- Provide support for projection, presentation and video conferencing systems and events;

- Assist with the implementation of ICT projects on a GSA-wide basis;

- Provide technical advice and assistance to ICT users in any aspect of IT services;

- Undertake technical maintenance for particular aspects of IT services eg, filestore maintenance, application software maintenance, e-mail, internet services, security and backup & recovery;

- Maintain appropriate documentation including recording progress and fault resolutions in the IT Service Desk, creating and maintaining IT procedural documentation and developing user self-service guides;

- Undertake evaluation of ICT hardware and software products;

- Deal with manufacturers and suppliers to resolve hardware and software issues;

- Keep abreast of developments in ICT, particularly in relation to HE information systems;

- Perform other related duties as assigned.

Assignments and Review of Work

The IT Support Manager will determine the work plan for the post in support of the overall ICT plan and GSA's operational requirements. Work will be delivered in accordance with GSA's technical standards and procedures. In relation to best practice, the IT Support Officer is encouraged to suggest improvements where appropriate.

Day to day tasks will be assigned, and progress monitored, via the IT Service Desk.

In situations where services fail, the IT Support Officer is expected to use his or her initiative to resolve the problem quickly and recommend a course of action to prevent future occurrence of the problem.

Key Challenges

The ability to prioritise between competing requirements, and to manage end user expectations with professional courtesy.

Relationships

The post-holder is required to establish and maintain close working relationships with IT colleagues, end users and suppliers of services to GSA as appropriate.

Background/ Experience/ Qualifications

The post-holder should be able to demonstrate significant experience in a similar role.

Experience working directly with users within an ICT Support or Help Desk environment, interpreting requirements and/or problems and providing solutions that satisfy customer expectations.

Have a good all round knowledge of ICT support and ICT service delivery. Able to demonstrate hands-on technical experience of appropriate ICT technologies, in particular:

Microsoft Windows7 and 10 OS
Apple Macintosh OS
Active Directory

Microsoft Office 365
Microsoft SCCM
Apple Macintosh Management Tools (Jamf / Parallels)
Basic networking concepts (IP Addresses, DNS/DHCP, Patching)
Cisco Call Manager
VoIP
Anti-virus software
Remote support tools
Software deployment technologies

Contribute to the development and maintenance of IT procedures and processes, ensuring that there is consistency in the delivery of ICT support services.

Person Specification

The post holder must :-

- Be self-motivated and able to work under own direction and initiative;
- Have excellent interpersonal skills;
- Good organisational skills;
- Be confident and courteous;
- Be able to develop good relationships with a wide range of people;
- Be energetic and enthusiastic;
- Be able to remain calm under pressure;
- Show a willingness to exercise initiative, use judgement and make decisions;
- Be a team-player with a flexible "can-do" attitude.

Terms and Conditions

Contract:	Permanent
Probationary Period:	It is recognised that there is an inevitable "settling in" period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions and interview and as set out in the Job description. The probation period for this post is 6 months.
Hours of Work:	35 hours per week
Salary:	Grade 5, £27,025 - £31,302 per annum
Holidays:	30 days plus 11 statutory holidays, per annum, pro rata
Pension:	Option to join Strathclyde Local Government Superannuation Scheme
Notice Period:	One month