

A photograph of the entrance to a building at Norwich University of the Arts. The building is made of dark, textured stone with a large, arched glass entrance. The entrance has a set of steps and a handrail. The building is surrounded by lush green foliage, including trees with red berries in the foreground and various plants in the background. The scene is brightly lit, suggesting a sunny day.

**NORWICH  
UNIVERSITY  
OF THE ARTS**

**IT Service Desk  
Operator  
(1 year fixed-term)**

[norwichuni.ac.uk](http://norwichuni.ac.uk)

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information on Norwich University of the Arts and our Community please visit [www.norwichuni.ac.uk](http://www.norwichuni.ac.uk)

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

**Professor Simon Ofield-Kerr,  
Vice-Chancellor**



## Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change.

As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.



A BA (Hons) Film and Moving image Production student setting up in the Sir John Hurt Film Studio

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

**IT Service Desk Operator  
(1 year fixed-term)**

37 hours per week throughout the year, 1 year fixed-term.

**Salary:**

£27,344 - £31,387 per annum, rising to £27,644 to £31,637 per annum from 1<sup>st</sup> March 2025.

**Closing date for applications:**

4<sup>th</sup> November 2024 9am

**Interviews will be held on:**

21<sup>st</sup> November 2024

IT Services are expanding and we are looking for an IT Service Desk Operator to provide first line support to all our academic and professional services staff. Working closely with the Service Desk Administrator and the IT Technicians, you will have the technical knowledge, skills and ability to respond to and fix a wide range of typical IT problems. Problems that, to you, are simple fixes, but to the person having issues these will be very stressful and likely spoil their day, so your ability to communicate and offer reassurance to the end user, while efficiently fixing the problem is paramount.

You may come across problems you aren't able to solve, but with your experience you will know when to escalate problems to the 2nd and 3rd line Technicians so that we can provide an efficient and timely service to our clients.

You will be required to move computer hardware around our various city centre buildings and prepare hardware for secure disposal.

This is an exciting new role which offers the opportunity to develop our best-in-class IT service and guide members of the University community through a range of technical problems. If you are a great problem-solver with the ability to develop great working relationships and maintain accurate records, we would love to hear from you.



## Job Description

# IT Service Desk Operator

Reporting to: IT Services Manager

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## Job Purpose

The IT Service Desk Operator is part of the ITS Service Desk Team and is responsible for providing first and second line support to Norwich University's Academic and Professional Services staff, ensuring an efficient and responsive IT service. This will include Mac and Windows users and their applications (Microsoft Office applications, Adobe Creative Suite, etc)

Provide an effective service onboarding new staff, deploying computers to desks, troubleshooting any problems that might arise, maintaining and configuring printers, and providing support to staff who may not be familiar with new applications or systems.

Work closely with the Service Desk Administrator to ensure accurate record keeping of support requests and the asset management of Norwich University's comprehensive IT hardware inventory.



## Main Responsibilities

- Provide first and second-line IT support to all Norwich University's Academic and Professional Services staff.
- Administration, configuration, maintenance, and deployment of both Windows (10 & 11) and Mac computers, printers, and other peripherals.
- Prepare and deliver onboarding services for new staff, including inductions, setting up hardware and ensuring a smooth start to working with information technology at the University.
- Asset management, ensuring accurate record keeping of all hardware, its user and location, noting any changes and updating the records as necessary, identifying when hardware is no longer fit for purpose and making recommendations for its replacement.
- Conduct asset audits to ensure all IT equipment is accounted for.
- Decommission computer hardware ready for secure disposal.
- Provide guidance to staff through face-to-face sessions, creation of knowledge articles for the service desk, help videos etc.
- Be information security conscious and aware of risks to the security of the University's data and systems, highlighting potential problems to the team and making recommendations for improvements.



# Person Specification

## Essential

- Relevant recognised IT certifications.
- Proven experience in a first- and second-line IT Helpdesk role.
- Expert knowledge of:
  - Windows 10 and 11
  - Microsoft Office and other applications
  - Printing technologies
- Ability to work on own initiative to tackle and resolve technical issues.
- Ability to work accurately with excellent record keeping to ensure relevant records are maintained to the highest standard.
- Confident approach to providing a best-in-class service and ability to recognise when to escalate issues to relevant colleagues.
- Excellent relationship building and people management skills, confident and experienced in working and communicating with various people and situations, especially those with little or no technical background.
- A flexible approach to working hours – arriving early or working late depending on the work required. Occasional weekend and out-of-hours work may be required.
- Positive can-do approach, willing to go the extra mile to help others and with the ability to work as part of a close-knit team.

## Desirable

- Good experience with service desk systems such as TopDesk or other types.
- Relevant industry and professional recognition and certification of achievement of skills and knowledge, for example, Service Desk Institute (SDI) Service Desk Analyst qualification, ITIL Foundation etc
- Knowledge of Apple Macs.
- Working within an academic or higher education environment.
- Knowledge of Mobile phone technology including Android and iOS.
- Good knowledge of creative media, animation and CAD software, such as Adobe Creative Cloud.
- Knowledge of cyber security fundamentals.

# Further Information

## **Equality, Diversity and Inclusion**

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

## **Health and Safety**

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

## **Policies and Procedures**

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

## **Staff Development**

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

## **Confidentiality**

We must maintain appropriate confidentiality in relation to our work and that of the University.

## **Variation to Job Description**

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.





# General Information

## Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

## Duties

Your duties and responsibilities are outlined in the job description

## Starting Date

This post is offered on a 1 year fixed-term contract commencing from November 2024

## Hours of Work

The standard hours of work are not less than 37 hours per week.

## Salary

This post is on an incremental salary scale. The salary for this post is Grade 5, which is from £27,344 - £31,387 per annum, rising to £27,644 to £31,637 per annum from 1st March 2025

## Annual Leave

Your annual holiday entitlement will be 22 days rising to 25 days after 5 years' service, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

## Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 24.4%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

## Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

## Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

## Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



Students in the control room of The Sir  
John Hurt Film Studio in Boardman House

# Application and Recruitment Process

## Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

## Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

## Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

## Submission of Application Form

Please submit your completed application form to [jobs@norwichuni.ac.uk](mailto:jobs@norwichuni.ac.uk) quoting reference **A1101** in the subject line.

Please note that we can only accept application forms in either PDF or DOC format.

The closing date for this vacancy is:  
4<sup>th</sup> November 2024 9am

We regret we are unable to accept late applications.

## Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be:  
21<sup>st</sup> November 2024

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing [jobs@norwichuni.ac.uk](mailto:jobs@norwichuni.ac.uk).



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