

IT Service Desk Operator

We are one of the great British art schools: a specialist creative university that draws on our 180 years of history. As a university, we excel in our disciplines and understand powerfully the transformative potential of creative practice for individuals, communities and industries.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

As we expand our specialist character and bring the power of creative, practice-based education to a wider range of subjects, 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 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 the only specialist creative arts and design university to have achieved Triple Gold in the most recent Teaching Excellence Framework (TEF) and were named Arts University of the Year 2025 by the Daily Mail. In 2023, we were the highest climber in the Complete University Guide and recognised as the top specialist creative arts university outside London. This year, the Guardian University Guide 2026 ranked us as the highest-rated university in the East of England after the University of Cambridge.

You will work in the heart of Norwich. Our award-winning campus has played a key role in the regeneration of one of the city's most vibrant quarters. Our 21st-century teaching spaces and workshops occupy renovated buildings with medieval, Victorian, and Edwardian heritage. The University has recently expanded with Bank Plain, a 37,000 sq. ft city-centre building — a major investment that reflects our ambition to be a leading civic university championing creativity in all its forms.

Ninety-four per cent of our graduates are in work or further study within six months of graduating. Our innovative approach to employability and entrepreneurship has been nationally recognised, and our graduates hold key roles across and beyond the creative industries — from Oscar and BAFTA nominees to D&AD Pencil winners, fine artists, designers, and creative technologists. This track record gives us confidence that our success in graduate outcomes will continue as we apply our distinctive culture and practice to an expanding range of specialist subjects.

Creativity is not only what we teach but how we engage with the world. Through our Research and Knowledge Exchange Institutes, we lead cross-disciplinary projects that address social, cultural, and environmental challenges — from immersive digital experiences tackling climate change to arts-led initiatives in mental health. At the centre of this work is the Interactive Visualisation and Simulation Lab (IVSL), funded as part of the Creative Research Capabilities (CResCa) world-class labs programme.

The IVSL supports research into climate futures, virtual heritage, spatial computing, applied games, and virtual production. Our growing research reputation is also reflected in recent grants and collaborations, including a major award from the Water Restoration Fund (WRF). These achievements demonstrate our expanding contribution to creative innovation, cultural development, and social impact — shaping the future of creative higher education in the UK and beyond.

We hope that as you learn about us, you are inspired by our ambitions for the future.

Professor Ben Stopher,
Vice-Chancellor

Committed to

EQUALITY 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.

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.

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The IT Service Desk Operator is an integral part of the IT Services team and is key to providing first class support to all our academic and professional services colleagues. 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.

Your experience will let you know when to escalate problems to the 2nd and 3rd line technicians. In addition, you will have excellent and accurate record keeping, ensuring that all Service Desk tickets are fully completed, and asset information is kept up to date as changes occur. This role also involves moving computer hardware around our various city centre buildings and prepare hardware for secure disposal.

Our service desk application, TopDesk, is used by IT Services and several other departments for their ticketing. Your knowledge and experience of service desk applications will help us enhance its functionality and improve user experience.

This is an exciting 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.



IT Service Desk Operator

Full-time
37 Hours per week for 52 weeks per year

Salary: from £28,031 to £32,080 per annum.

Closing date for applications: 11th January 2026
at 5pm.

Interview date: 22nd & 23rd January 2026.





Job Description

IT Service Desk Operator

Reporting to: IT Services Manager

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 supporting Mac and Windows users and their applications (Microsoft Office applications, Adobe Creative Suite, etc).
- The IT Service Desk Operator will 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.
- They will work in tandem with the Service Desk Administrator to ensure accurate record keeping of support requests and their timely resolution, along with the asset management of Norwich University's comprehensive IT hardware inventory.



Duties and 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 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.
- Take a role in the development of TopDesk functionality, ensuring that this feature rich environment is fully utilised for not just IT Services but other departments that use TopDesk for their ticketing requirements.
- Transport computing hardware between University buildings using appropriate equipment, such as baggage trolleys.
- Provide Service Desk administrative support, assuming the administrator's responsibilities during their absence.

Person Specification

Essential

- Relevant recognised IT certifications.
- Proven experience in a first- and second-line IT Helpdesk role.
- Knowledge and experience of:
 - ❖ Windows 11
 - ❖ Mac OS
 - ❖ Microsoft Office and other applications
 - ❖ Printing technologies
- Ability to work on own initiative to tackle and resolve technical issues.
- Able to carry out administration tasks thoroughly and accurately ensuring job tickets and asset records are maintained to the highest standard.
- Confident approach to providing a best-in-class service but having the 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 a wide range of people and characters, 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. Due to the hands-on nature of this role, on-site presence is essential.
- 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.
- A willingness to develop your skills further through self-motivated training and learning.

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 and experience of PaperCut would be beneficial.
- Working within an academic or higher education environment.
- Knowledge of Mobile phone technology including Android and iOS.
- Some experience with Linux would be advantageous.
- 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 an indefinite basis to commence as soon as you are available.

Hours of Work

The standard hours of work are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 5, which is from £28,031 to £32,080.

Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, 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 25.3%.

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.



NORWICH
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Amma Asante, Chancellor

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 both your completed application form and EDI form to jobs@norwichuni.ac.uk quoting reference A1175.

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

The closing date for this vacancy is:
11th January 2026 at 5pm.

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 interviews will be: 22nd and 23rd January 2026.

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.



Adam Billings

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



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