

The logo for Norwich University of the Arts, featuring the text 'NORWICH UNIVERSITY OF THE ARTS' in a bold, black, sans-serif font. The word 'OF' is smaller and positioned between 'UNIVERSITY' and 'THE'. The 'A' in 'ARTS' is stylized with a circular graphic element.

**NORWICH
UNIVERSITY
OF THE ARTS**

**Service Desk Administrator
(IT Services)**

Maternity cover fixed term

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

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.

Service Desk Administrator

This position is fixed term, and the duration of your employment will be subject to the return of the post holder on maternity leave, which is currently anticipated to be in August 2025.

Hours of work:

37 hours per week, Monday to Friday 8.45am – 5pm.

Salary:

£24,248 – £25,742 per annum

Closing date for applications:

1st September 2024

Interviews will be held on:

17th September 2024

The University has an exciting opportunity for someone to take on the role as the main point of contact for IT Services. We are looking for someone who takes communicating with a wide range of people in their stride and able to adapt their technical language to suit the caller's understanding of technology. You will be able to offer reassurance, while triaging the problem and entering the request details onto the Service Desk.

You will have the technical knowledge to fix some of the simpler problems while assigning more complex problems to the 2nd or 3rd line of support, as necessary.

Your excellent record keeping and organisational skills will be of great importance in managing the University's extensive range of IT hardware, ensuring that the asset details on the Service Desk are kept fully up to date.

This role will suit those who have an interest in IT and would like to learn more to develop their expertise in the field.

This is a fixed term role to cover maternity leave, and it is anticipated that this role will end in August 2025.



Job Description

Service Desk Administrator

Reporting to: IT Services Manager





Job Purpose

- The post-holder will be the first point of contact for University staff calling IT Services and the Service Desk for support. The role will provide a 1st line support capacity involving taking phone calls, emails and other messages requesting assistance with IT matters, recording the requests on our Service Desk and triaging the requests and assigning them to 2nd and 3rd line support as necessary.
- The role is varied and requires a real team player who has the ability to manage their time efficiently, working accurately and efficiently to prioritise or escalate technical issues to ensure a successful remediation.



Main Responsibilities

- Be the first point of contact for staff, answering enquiries made in person, by telephone, Teams or by email. Recording requests for support as tickets on the TopDesk service desk, assigning SLAs and assigning the tickets as appropriate.
- Provide excellent customer service to our clients, ensuring that they know their request is due to be looked at, how it is progressing and providing follow up calls to see if the problem has been resolved successfully and that the client is happy to close the request.
- Monitor the Service Desk tickets for progress escalating overdue or complex requests to the appropriate people.
- Asset management. Using your excellent organisational skills to keep the University's list of IT assets up-to-date, allocating sequential ID numbers to new hardware, tracking its use, getting hardware ready for secure disposal and creating asset reports for insurance and other purposes.
- Carry out basic support tasks such as password resets, unlocking accounts and other simple 1st line support tasks, using remote tools such as TeamViewer, Teams screen share etc.
- Printing of replacement ID cards
- In addition to these main responsibilities, the post-holder will also undertake some general administration including creating requisitions on the finance system and placing orders with suppliers and collecting the post.



Person Specification

Essential

- Experience of IT help desks, supporting people with computer problems.
- Experience of Windows 10/11, Microsoft Office and Apple Macs.
- Ability to plan, organise, and prioritise own workload.
- Ability to work accurately with excellent record keeping to ensure Service Desk records are created and maintained to the highest standard.
- Well-developed communication skills, including the ability to communicate effectively with a diverse range of people either face-to-face, by telephone, e-mail or messaging to deliver a high-quality customer service.
- Understanding the need for confidentiality and information security.
- IT Services is a close-knit team of specialists so being a team player is very important.

Desirable

- Experience in a Higher Education or Further Education environment.
- Knowledge and experience of other applications such as Adobe Creative Suite.
- A certification in an IT related subject would be advantageous.
- Knowledge of TopDesk service desk application would be advantageous.

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 fixed-term basis from August 2024.

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 4, which is from £24,248 to £25,742 per annum.

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 quoting reference A1062

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

The closing date for this vacancy is:
1st September 2024

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:
17th September 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.



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