Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Support Technician (Teaching Side Support)

Department/Division: Data & Technology Services
Accountable to: Teaching Side Support Manager

Job Summary

The Data and Technology Service (DTS) Management Teams, comprising of the Teaching Side Support (TSS) team and the Service Desk team, serve as the first line public-facing arms of the DTS division. They play a crucial role in representing the division to the London School of Economics (LSE) community, ensuring the delivery of effective and responsive AV and IT technology support. The TSS team specialises in swiftly resolving Audio and Video (AV) support requests from academic departments and professional service divisions, actively monitoring and reporting on incidents and service requests to ensure smooth teaching experiences in classrooms and lecture theatres across the campus. A primary objective of the team is to ensure that AV technology positively influences the teaching experience, enhancing rather than hindering pedagogy.

The role serves as one of the primary contacts for AV-related incidents and service requests in teaching spaces. One of your key responsibilities will be to log support requests efficiently, assisting the team in promptly addressing issues to minimise disruptions caused by AV hardware and software. TSS staff are expected to handle enquiries from customers and colleagues effectively and swiftly, providing fast, friendly, pragmatic, and welcoming customer service. The role is supported by our service management system (Cherwell), an Access database, two support phone lines, various MS Teams chat groups for rapid communication between first, second and third line DTS teams, and an MS Form for recording equipment and service requests upon job completion. Disciplined recording and administration of incidents and service requests are crucial to ensure comprehensive documentation. This not only aids in the progression or escalation of tickets by TSS and other teams within the division but also provides an overview of potential trends and incidents that may warrant more thorough investigation.

Duties and Responsibilities

Support Technician duties
- Daily monitoring, logging, and attempting to resolve incident and support requests received in the TSS shared AV mailbox
- Daily monitoring, logging, and attempting to resolve incident and support requests received from the two TSS AV support phone numbers
- Daily monitoring, logging, and attempting to resolve incident and support requests from the TSS AV database (DB)
- Daily logging AV incidents and support requests in the TSS MS Form or when appropriate into the 'Cherwell' IT Service Management Tool
- Daily monitoring and responding to support requests posted in the various TSS MS Teams

support chat groups
- Ensure the issues raised each morning by the Teaching Spaces Assistants, during the three terms, is efficiently recorded
- Daily monitoring of the AV service dashboards and to either address or escalate support issues appropriately
- Help support and advise fellow Support Technicians on procedures within the Teaching Side Support team
- Enable Support Technicians to shadow you to learn how to troubleshoot, diagnose and fix hardware or software issues related to the AV equipment
- Ensure all support calls from colleagues are handled effectively within SLAs, maintaining a high degree of customer service when responding to and resolving calls.
- Escalate more complex calls either to the TSS Support Officers or to 2nd or 3rd line teams swiftly and effectively, include all necessary information to help ensure a speedy resolution
- Ensure communication with colleagues both staff and students is effective, informative and pragmatic, including escalating concerns and issues swiftly and effectively to ensure colleagues receive the best possible customer service including how we handle exceptions
- Installation and deployment of new and existing hardware and software
- Liaise with 3rd parties and resolver groups to deliver effective and prompt resolutions driving forward a principle of keeping our colleagues informed
- Provide clear, succinct, and effective advice and support to our colleagues
- Ensure administration of all tickets is completed in a timely and effective manner, including maintaining appropriate records including our asset management information
- Participation in planned out of hours support, cover for out of hours support during the week and on the odd occasional weekend day will be expected and overtime will be paid

Communication
- To effectively convey information and solutions to users of varying IT and AV skills and experience
- To collect all relevant information when referring queries to colleagues in DTS and elsewhere in the school
- To inform colleagues in DTS and around the school of potential and actual service failures, equipment faults, or any other problems encountered whilst on duty.

Investigation, Analysis and Research:
- To diagnose and troubleshoot faults reported with AV hardware and software and refer calls to colleagues in DTS if necessary
- To diagnose and provide basic troubleshooting for faults reported with AV related network problems, teaching applications and escalate to colleagues in either TSS or DTS as necessary

Teaching Side Support
- Be familiar with all the teaching spaces under our area including awareness of issues and resolutions needed

- Perform morning checks on the teaching spaces you look after including reporting cleaning/maintenance and the setup and configuration of bespoke AV hardware requests

- Ensure all equipment is functioning at the start of the day

- Provide 1st line 'teaching side' support to teaching staff during lectures, this can be a stressful situation for both teaching staff and students, so a calm and positive approach is essential

- As part of regular checks, conduct testing on our lecture recording and AV facilities, and report the findings back to the appropriate team or service manager

Teaching Room set up and Lecture theatres
- Run termly inspections and checks on all teaching spaces including lecture theatres and log the results to enable them to be remediated before each term starts

- As part of any upgrades or refurbishments, provide local 'intelligent customer' testing and support on teaching room and lecture theatres

- Be familiar with all teaching rooms and lecture theatres in our area including awareness of issues and resolutions needed in those areas, ensuring they are appropriately escalated

Summer School
- Work with both Estates and the Service Line teams, decommission, and recommission summer school teaching rooms, including paid weekend working where necessary.

Other duties
- Provide pragmatic and flexible support to estates in the setup of rooms including liaison with Estates, cleaning, maintenance, and security staff.

- Ability to solve 'on the spot' problems for teaching staff to ensure the smooth running of the teaching, this may be directing a support request to the right place or resolving it there and then

- Reset of teaching spaces furniture as required

- Report and ensure any broken/damage furniture is reported to facilities to allow removal and replacement from the space

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.