



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 Officer (Teaching Side Support)

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

Job Summary

The Data and Technology Service (DTS) Management Team is the public facing part of the DTS division and as such has a unique position in representing the division to the rest of LSE and ensuring that our colleagues across the school receive an effective and responsive service. The Teaching Side Support (TSS) team drive for resolution of Audio and Video (AV) related support requests from academic departments and we also monitor and report on incident and service requests to ensure we help provide a smooth delivery of teaching in classrooms and lecture theatres across the campus. The team's role is to ensure that teaching is not adversely affected by AV technology but rather it helps to play a positive role in pedagogy.

The role will involve being a first point of contact for AV related incidents and service requests arising across teaching spaces and assigned to the Teaching Side Support team, the team endeavours to achieve as many first call resolutions as possible to help keep AV hardware and software related disruption to teaching to a minimum. TSS staff should respond to customer and colleague enquiries as efficiently and effectively as possible and provide a warm, pragmatic, and welcoming customer service experience. The role will be supported by our service desk management system, Cherwell, an Access database, two support phone numbers, various MS Teams chat groups that house 1st and 2nd line DTS teams and an MS Form, it'll require a disciplined approach for recording and administering incident and service requests to ensure tickets are properly documented, which will help colleagues in either TSS or other teams within the division to progress them if they've had to be passed on or escalated.

Duties and Responsibilities

Support Officer duties

- Help support and train Support Technicians and Support Officers on processes within the Teaching Side Support team including, where necessary, mentoring new staff
- Enable Support Technicians and Support Officers to shadow you to learn how to troubleshoot, diagnose and fix hardware or software issues related to AV equipment
- Provide feedback to 2nd and 3rd line teams on call stats and themes and possible trends.
- Deputise for the Teaching Side Support manager on leading the team to ensure tickets are handled efficiently and effectively'
- Assist the Teaching Side Support manager in proactively driving 'shift left' where AV tickets can be handled by the teaching side support team without moving to other resolver groups
- Periodically represent the Teaching Side Support team and the Data and Technology Services



division in meetings.

Teaching Side Support (TSS) 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
- Daily monitoring of the AV service dashboards and to either address or escalate support issues appropriately
- 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 to 2nd or 3rd line swiftly and effectively including all necessary information to ensure the success of dealing with the call
- Ensure communication with colleagues both staff and students is effective, informative and pragmatic, including escalating concerns and issues through line swiftly and effectively to ensure that colleagues receive the best possible customer service including how we handle exceptions.
- Installation and deployment of new and existing hardware and software working with the Productivity Service Line
- 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 manner and effective, including maintaining appropriate records and maintaining our asset management information
- Participation in planned out of hours support, occasional cover of out of hours support during the week and on the occasional weekend will be expected and overtime will be paid.
- Attendance and engagement at regular Service Meetings and Team Meetings to contribute to the development of the Division

Communication

- To effectively convey information and solutions to users of varying IT skills and backgrounds
- To collect all relevant information when referring queries to colleagues in DTS and elsewhere in the School
- To inform colleagues in DTS and elsewhere in the School of potential and actual service failures, equipment faults, or any other problems encountered whilst on duty
- To communicate to the School potential and actual service failures, equipment faults, or any other problems encountered, regularly communicating the status of issues until resolved

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 network problems, specialist applications including teaching, learning and MIS applications, and to refer calls to colleagues in IT Services if necessary.

Teaching Side Support

- Be familiar with all the teaching spaces under their areas including awareness of issues and resolutions needed in those areas.
- Perform morning rounds on the teaching spaces we look after including reporting



cleaning/maintenance and requirements of room set up to others in the facilities areas.

- Ensure all equipment is functioning at the start of day
- Provide 1st line 'teaching side' support to teaching staff and maintain clear links to the central technology team. This can be a stressful situation for both teaching staff and students, so a calm and positive approach is essential.
- As part of projects or regular checks provide testing activity on our lecture recording and AV facilities in room and report findings back to the appropriate project team or service manager.

Teaching Room and Lecture Theatre set up

- Run weekly inspections and checks on all teaching rooms and lecture theatres, this will be across campus.
- As part of any upgrades or refurbishments, provide local 'intelligent customer' testing and support on teaching rooms and lecture theatres.
- Be familiar with all teaching spaces in your area including awareness of issues and resolutions needed in those areas, ensuring they are appropriately escalated

Exams and Summer Schools

- Working with both Estates and the Central Technology team, decommission and recommission exam rooms and summer school computer rooms, including paid weekend working where necessary
- Provide support for students requiring assisted technology working with the Assisted Technology Specialist

Other duties

- Provide pragmatic and flexible support to estates in the setup of rooms including liaison with cleaning, maintenance and security staff
- Ability to solve 'on the spot' problems for students and teaching staff to ensure the smooth running of the school. This may be directing to the right place or resolving the request there and then.
- Reset of teaching spaces furniture as required
- Report and ensure any broken/damage furniture is reported to facilities to allow removal from the space

Project Work

- 1st line participation in major changes and roll outs of new hardware and software to the LSE, this will include working with teams to ensure an effective transition to support of new services.
- User testing of any systems development related to the IT Services area

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.