London Business School

JOB DESCRIPTION

Job Title	**IT Support Engineer**
Reports to	**IT Support Team Leader**
Department	**Technology Operations & Assurance –Customer Services**

Job Family	**Business Services**	**Level**	**3**

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Together Business Technology and Innovation (BT&I) and Technology Operations and Assurance (TOA) form the IT Department at LBS. We provide strategy, technology, innovation, information, data, customer and assurance services in the technology domain to the School at its main London campus and at its teaching facilities in Dubai.

BT&I leads on business engagement, strategy setting and solution design supported by a philosophy centred in design thinking and innovation with the customer firmly at the heart of all that we do.

TOA lead on the provision of customer facing IT support services, end user computing services, core infrastructure and innovative classroom technology. They manage technology security and risk and ensure all change is expertly delivered and quality assured via its change, program, project and test teams.

Within TOA, we spend a lot of our time building relationships with the business trying to understand their goals and objectives and how we can best serve those needs and those of their own customers. We are focused on creating excellent customer experiences by providing services that combine technology, systems and processes to support this goal.

We try to anticipate need, respond rapidly to demand, continuously assess the external environment for the best ideas, innovate and ultimately challenge ourselves and the rest of the organisation to be the very best we can.

We have a team of talented and committed individuals, who at a practical level design, build, operate & maintain a technology infrastructure capable of meeting the School's needs today and into the future. Establishes appropriate policy and supports the whole community in their use of the technology services we provide. Ensures that the whole community is kept safe from security risks and threats and that appropriate plans are in place to ensure business continuity in the event of a major incident. Ensures we are compliant with all our contractual obligations and regulatory requirements. Assures the quality of technology developments meets the highest of standards and appropriately prepares the business for the successful adoption and imbedding of technology change.

Job Purpose

To provide customer facing support, advice and troubleshooting services to all members of the school community (staff, faculty, students, executive participants and alumni) on the audio visual services and desktop computing environment.

Delivery and support of desktop hardware (PCs, laptops, peripheral equipment), software applications and telecoms facilities.

Assisting with the setup of onsite and offsite events including PA systems with various microphones, projection and LED relay screens.

Assisting with the installing and uninstalling AV & IT equipment in lecture theatres and seminar rooms including set up of video & audio conferencing & webinars for teaching, meeting and interviews.

Conducting checks of the teaching spaces prior to teaching sessions.

Providing customer facing technical support and advice to staff, faculty on all aspects of the desktop computing and teaching environment.

Key Areas of accountability and Key Performance Indicators (KPIs)

<u>Key areas of accountability:</u>

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

- **Project Management**

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required
- Bachelor's degree or equivalent experience.   - This may be supported be a specialist qualification.   - May be working towards relevant professional qualification.   - Good communication skills and the ability to break down technical issues and explain them in layman's terms.   - Experience of using software related to own area of specialism to extract, analyse and report on data.   - Good project management skills.   - Excellent organisational skills and meticulous attention to detail.   - Strong analytical and problem solving skills.   - Positive experience of working within a customer-services orientated environment.   - Budget management experience

Resources including team management
Working in a team of 15 **Role involves working a shift pattern**

Staff	
Budgets	
Date Updated	**18/10/2019**