

Job Title: IT Advisor

Unit/School: Digital and Library Services

Grade: 4A/B

HERA: IT01

Core purpose of role

The IT Adviser provides 1st and 2nd line technical support to students and staff throughout the University. This includes installation and configuration of workstations to Cardiff Metropolitan University standards, timely fault diagnosis and resolution of IT hardware and software issues. You will also provide support for university audio / visual equipment, responding to issues as required.

Key responsibilities and contributions

- Providing 2nd line technical support for staff and students, analysing issues and problem solving either remotely or face to face.
- Using technical knowledge to advise staff and students on more efficient means of working with technology and to recommend equipment and software to meet requirements.
- Implementing the setup, configuration, software and physical installation of workstations on Microsoft and Apple platforms connecting to the Cardiff Metropolitan University network.
- Recommending and implementing hardware and software upgrades to reflect current industry standards and to prolong IT asset usage.
- Ensuring that security of Cardiff Met computers, supported software, network access, email and printing services are maintained to Cardiff Metropolitan University standards.
- Create documentation and guides / knowledge base articles for both students and staff on the use of technologies within Cardiff Metropolitan University.
- Diagnosing and solving 1st line network problems using effective troubleshooting and fault analysis skills and escalating accordingly.
- Helping to ensure that the computing environment and A/V spaces are maintained in a safe condition in accordance with relevant Health and Safety regulations and working practices.
- Providing technology support for events (e.g. conferences and meetings) within the university.



- To research and investigate, under their own initiative, new areas of technology relevant to nature of their work. To recommend and potentially implement some of those recommendations.

Person specification

Essential qualifications / Professional memberships

- HND / Degree in IT related subject or professional certifications with proven experience.

Essential experience, knowledge and skills

1. Proficient level of understanding of Windows client PC technologies, and of mobile technologies to include iOS and Android.
2. Ability to communicate technical solutions effectively to individuals from a variety of backgrounds and professional levels.
3. Experience of providing customer support.
4. Confident user of Microsoft Office 365 products and able to provide advice and support.
5. Ability to work effectively in a team.
6. Knowledge of audio / video technologies.
7. Ability to travel across campuses if required.

Desirable

1. Technical, ITIL or other relevant certifications.
2. Knowledge of Higher Education environment.
3. Knowledge of Apple Mac operating systems.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.