

JOB DESCRIPTION / TECHNICAL SUPPORT OFFICER AND TESTER, HEAT

Academic Strategy, Planning and Performance: HEAT

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

Reference:

CSF-488-22

Salary:

Grade 5

Contract:

Fixed term to 31/12/2023

Full time

Location:

Nationwide

Responsible to:

Business Analyst

Responsible for:

Activities: technical quality assurance and testing

Job family:

Technical

Job purpose

Working as part of a small development team, the Technical Support Officer and Tester leads on quality assurance for the Higher Education Access Tracker (HEAT) system, an online repository accessed by thousands of users in over 80 universities nationwide, undertaking functional and customer-based scenarios within Test and Live user environments.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Test development of HEAT system (e.g., new fields, filters, data capture features or reporting outcomes) and feedback outcomes to the technical team as part of the development cycle to fully support the smooth operation of the system.
2. Lead on the HEAT bug fixing process and feedback improvement to the technical team as part of the development cycle ensuring solutions are found, bugs can be monitored and trends analysed.
3. Conduct testing on all environments as part of the development cycle, ensuring the security of the HEAT system as part of Quality Assurance to meet members' standards.
4. Provide general system troubleshooting and problem solving, responding to queries from internal team and Membership, ensuring consistent and seamless provision of service.
5. Assist with the delivery of timely and effective technical support within the Service.
6. Provide support for HEAT system online training and collaborative work both on- and off-campus.
7. Act as the first point of contact for Membership and team, for system related enquiries, either resolving the issue or escalating as appropriate.
8. Where required, provide appropriate training for Membership and team for the HEAT system.
9. Provide cover to the HEAT Helpdesk to ensure optimum customer support.
10. Create materials for use in Membership and team projects including, but not limited to, editing user-guides, website notifications and announcements.
11. Perform general administrative tasks within the Technician Team, e.g., arrangement of online meetings management and preparation of technical documentation, in order to ensure effective operational system.
12. Support with the provision of IT services and University initiatives and statutory requirements, in order to ensure system compliancy.
13. Develop and maintain knowledge, good relationships and best practice in order to ensure advice given and working practices are appropriate and up to date.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. Providing advice and support based on a combination of practical and theoretical knowledge in a technical or specialised field.
2. Working within established procedures and practices, analysing and using their judgement to identify the best solution to a range of different problems and issues.
3. Prioritising conflicting demands from the system users, maintaining good customer service while dealing with potentially unhappy or impatient customer or team member.
4. Trouble shooting faults in all areas. Issues can occasionally affect large groups of users at the same time, being able to methodically problem solve in a high-pressure environment as part of the team is vital to a successful outcome.
5. Managing multiple requests for information and technical assistance or dealing with several customers politely and professionally and work across the team.

6. Communicating in a timely and effective manner to ensure the professional delivery of technical support to a broad range of staff, students and visitors to the Division, with varying levels of competency.

Facts & figures

The Technical Support Officer and Tester will provide technical support services to Membership and team within the HEAT Service.

The University of Kent hosts the Higher Education Access Tracker Service (HEAT), which provides a member-based service supporting the targeting, monitoring and evaluation of activities delivered by more than 100 providers of higher education (HE) across the country. For further information, visit our website www.heat.ac.uk

Internal & external relationships

Internal: Staff at all levels within the HEAT Service.

External: HEAT Membership; specialist software developers; consultants; contractors; visitors.

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Working with machinery
- Regular use of Screen Display Equipment
- Conflict resolution

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below. Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Besides your technical skills and experience, you will have excellent interpersonal skills which ensure that colleagues and customers find you approachable and you will build and maintain good working relationships with staff across the HEAT Service.

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

Essential	Assessed via
• GCSE in English & Maths (Grade C/4 or above) or equivalent	A
• Educated to A level or equivalent	A
• Experience of software testing (or knowledge of role gleaned through qualification)	A
• Analytical approach to problem solving issues	I
• Ability to follow procedure and protocol in relation to testing methods and troubleshooting	I, T
• Ability to work to tight deadlines whilst maintaining accuracy	I, T
• Ability to focus upon monotonous, intensive tasks that require concentration and accuracy	I, T
• Excellent IT skills, particularly MS Office packages and experience of using spreadsheets or databases	A, I, T
• Understanding of and familiarity with GDPR legislation and its requirements	A, I
• Good verbal and written communication skills, including clear and effective facilitation and presentation skills and the ability to produce clear and concise written materials	I, T
• Good interpersonal skills with the ability to liaise with students and staff at all levels and build and maintain good working relationships with staff in many different departments.	I
• Excellent numeracy skills	I, T
• Organised with the ability to prioritise a wide range of workload with competing priorities	I
• Ability to work under own initiative but also collaboratively within teams	I
• Good troubleshooting and diagnostic skills	T
• Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research	I
• Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role	I
Desirable	Assessed via
• First degree in a relevant subject (e.g., Computing) or equivalent qualification; or experience working in a similar role	A

* A - Application; I - Interview; T - Test/presentation at interview stage