

Job Description

Support Officer and Tester

Salary:	Grade 5
Contract:	Full time, fixed term
Location:	Remote Working
Responsible to:	Business Analyst
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 scenario within Test and Live user environments.

Key accountabilities

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

- 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.
- 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.
- 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.
- Provide general system troubleshooting and problem solving, responding to queries from internal team and Membership, ensuring consistent and seamless provision of service.
- Assist with the delivery of timely and effective technical support within the Service.
- Provide support for HEAT system online training and collaborative work both on- and off-campus.
- Act as the first point of contact for Membership and team, for system related enquiries, either resolving the issue or escalating as appropriate.
- Where required, provide appropriate training for Membership and team for the HEAT system.
- Provide cover to the HEAT Helpdesk to ensure optimum customer support.
- Create materials for use in Membership and team projects including, but not limited to, editing user-guides, website notifications and announcements.
- 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.
- Support with the provision of IT services and University initiatives and statutory requirements, in order to ensure system compliancy.
- 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.

- Role holder provides advice and support based on a combination of practical and theoretical knowledge in a technical or specialised field.
- Work within established procedures and practices, analyse and use their judgement to identify the best solution to a range of different problems and issues.
- Prioritising conflicting demands from the system users, maintaining good customer service while dealing with potentially unhappy or impatient customer or team member.
- 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.
- Managing multiple requests for information and technical assistance or dealing with several customers politely and professionally and work across the team.
- 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.

Internal & external relationships

Internal: Staff at all levels within the HEAT Service

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

Health, safety & wellbeing considerations

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

(Delete if not applicable)

- Regular use of Screen Display Equipment
- Working with machinery
- 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.

Essential Criteria:

- 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)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- First degree in a relevant subject (e.g., Computing) or equivalent qualification; or experience working in a similar role

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