



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Client Support Assistant (Professional Learning Programme), IT



Salary: Grade 2, Spine Point 2 (£16,420 p.a.) progressing to Grade 3 (£17,682 - £19,133 p.a.) on completion of the professional learning programme

Reference: CSUIT1326

We will consider flexible working arrangements

Client Support Assistant (Professional Learning Programme), IT

Do you enjoy helping people and providing an excellent customer experience? Are you interested in starting a career in IT support? Do you have experience of working in a customer facing role?

As part of the Client Support Services Team you will join a busy team dealing with requests and incidents directed to IT Services. You will work with a diverse range of customers, technologies and devices, solving problems and finding solutions to IT issues. You will have excellent customer service skills and be able to translate technical information to a wide range of users. With responsibility for triaging incoming enquiries and calls, you will work to provide a first time fix service for straightforward incidents and issues referring more complex issues to colleagues in the team and in 3rd line support teams across the IT Service. You will be responsible for implementing the ongoing computer replacement cycle as well as the effective installation and set-up of new devices.

You will learn to install, restore and back-up a range of end-user devices, as well as being able to resolve some basic technical issues, troubleshooting and providing first line fixes for desktop, laptop, tablet and mobile devices. With a professional approach and excellent communication skills, you will be working as part of a team to manage your own workload, playing a key role in ensuring users can access core IT services.

You will receive full training and a tailored package of support as part of a Professional Learning Programme, on successful completion it is expected you will progress to grade 3. You will need to be willing to commit to undertaking formal study and completion of associated qualifications.

What does the role entail?

As a Client Support Assistant (Professional Learning Programme), your main duties will include:

- Providing a professional customer experience for all users of the IT Services through effective first line support and triage of hardware and software issues and requests;



- Communicating with IT Service users via telephone, email and face to face to understand the nature of their query and appropriately resolving requests and incidents to the relevant IT Service Function;
- Investigating technical issues reported by users, asking questions to understand the nature of the issue and referring to the most appropriate function;
- Resolving basic technical issues, troubleshooting and providing first line fixes for desktop, laptop, tablet and mobile devices;
- Effectively fulfil straightforward requests in line with agreed processes, standards and deadlines, referring more complex issues and requests onto relevant teams or colleagues;
- Maintaining knowledge base articles and artefacts to support the sharing of knowledge and skills in the team, contributing to continual service improvement activities;
- Ensuring that interactions with customers are recorded accurately, and with a high level of attention to detail.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Client Support Assistant (Professional Learning Programme) you will have:

- Experience of working in a customer facing role, working with a diverse range of customers;
- An aptitude for logical reasoning and problem solving;
- Excellent communication skills, with the ability to translate technical information to a diverse range of customers;
- Ability to follow processes, and document your work effectively;
- Taking ownership of delivery of your work to agreed service levels and standards;
- Ability to work as part of a team;
- An ability to undertake basic investigation of issues with a problem solving approach;
- An interest in IT combined with the ability to learn new skills and a willingness to commit to a structured Professional Learning Plan.



How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Martin Foster, IT Operational Lead (Client Operations)

Tel: +44 (0)113 343 0214

Email: m.foster@leeds.ac.uk

Additional information

Appointment to the substantive grade will be made on successful completion of the professional learning programme and promotion application(s), where applicable.

The professional learning programme will involve attendance on courses relevant to the role. Time at college will form part of usual working hours. Course work and any additional study required should be undertaken in the candidates own time. Time off from work, time in lieu or overtime will not be available for course work or additional study required to complete the course.

Find out more about [IT](#).

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.



Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

