Job Description: Technical Services Assistant

This is a full time, permanent position, reporting to the Technical Services Manager. The post holder will provide technical support to the NYU London community, coordinating tasks with on-site staff and the New York based NYU Information Technology Services (NYU ITS) organisation. The focus of duties is to ensure that overall computing services are functioning properly in support of the NYU London academics, student life, and administrative programs. Technologies supported include access to NYU’s shared IT services (e.g., e-mail, learning management systems, content management and financial systems), classroom technology, video-conferencing, the network infrastructure and student/staff/faculty desktop computers and laptops.

Main responsibilities:

• Provide technical support to NYU students, staff and faculty using established IT incident management tools. Respond to and track enquiries from the NYU community
• Provide on-going preventative maintenance services of all technical equipment within NYU site including video conferencing and classroom technology
• Coordinate with central technology services on service management, data management and NYU IT standards and practices
• Technical services in the classrooms, including video conferencing
• Support the use of centrally-provided NYU administrative and academic online systems

Principal duties:

• Respond to, identify and address technical problems. Log all technical problems and solutions using university-wide incident management tool, ServiceLink. Refer and escalate issues to appropriate individual or group outside NYU site and track and assist with the progress of resolution
• Assist with regular maintenance and upgrade of technology installations at NYUL (desktop workstations, office equipment, servers, network equipment)
• Ensure all equipment is in working order, including all computers in the classrooms, student labs, and residences that are a mixture of Windows and Macs
• Immediately resolve equipment, network, and/or user problems in the classroom
• Assess and determine needs for training, awareness, and education: conduct demonstrations for students, faculty, and staff including use of classroom equipment
• Replace or have repaired faulty equipment
• Test and ensure videoconferencing equipment in working order. Set up and test equipment in preparation for a videoconference
• Support NYU site community and affiliates with both Windows and Macs environments
• Ensure all staff, faculty and students have access to the local area network and investigate and resolve any access and performance issues
• Monitor network performance and liaise with external suppliers to resolve issues
• Carry out administrative requests (e.g., setting up new telephone extensions, configuring email clients for new users, configuring printers, and adding new users to the network)
• Provide preventative maintenance by assisting with checking all backups and that all security software (i.e. antivirus, anti-adware and anti-spyware) is updated. Investigate and resolve reported computer security threats e.g. viruses, spyware etc.
• Remap or reroute ports when necessary (e.g. staff office moves)
• Assist with managing the NYUL website, as needed
• Constantly keep up to date with latest technology developments. Attend training courses as required
• Other duties as assigned by the Technical Services Manager or the NYU London Director

Skills/Qualities required for this position

• Strong interpersonal skills with ability to listen and contribute to team decision making
• Experience in the provision of technical support services, preferably in an education environment, to a wide range of stakeholders
• Good knowledge and experience of Windows applications, Mac OS X, Video Conferencing facilities
• Experience with digital projection, digital video, media control systems, networking, AV communication protocols, low voltage cabling, desktop computing, etc.
• Ability to communicate/translate complex technical concepts in common non-technical language to effectively support faculty use of media equipment in an instructional setting
• Knowledge/experience with common AV business and technical standards
• Adaptability and good problem solving abilities
• Have a focused and proactive approach for interaction with stakeholders
• Excellent administrative and organisation skills
• Strong communication skills
• Minimum of a Bachelor’s degree in a relevant discipline

Salary and benefits:

• Salary £23,500 per annum
• 28 days annual leave
• USS pension scheme
• Private medical insurance

How to Apply

Please submit a complete CV, a covering letter to highlight your experience and suitability for this post, and details of two referees. Completed applications can be posted to:

Fenton Green
Technical Services Manager
NYU London
6 Bedford Square
London
WC1B 3RA

Alternatively, applications can be emailed to: fenton.green@nyu.edu

If sending your application by email, please include your Curriculum Vitae and covering letter as attachments.

Closing date for applicants is Monday 2nd May 2016, 5pm. It is planned to hold interviews during 11th – 13th May.

Candidates who have not heard from NYUL by that time should assume their application has been unsuccessful.

The successful candidate should have the right to live and work in the UK prior to appointment.