

Job Description

Job Title:	Technology & Facilities Coordinator
Department/Division/Faculty:	Imperial College Union
Campus/Location:	South Kensington Campus
Job Family/Level:	Professional Services Level 2b
Responsible to:	Facilities, Health & Safety Manager
Line Management for:	None
Key Working Relationships (Internal):	Imperial College Union Officer Trustees, Marketing and Communications Team, Systems Team, Staff Teams
Key Working Relationships (External):	Imperial College ICT Imperial College Estates Department Beit Quadrangle Building Managers
Contract type:	Fulltime, Permanent, Open-ended

Purpose of the Post

The Facilities & Technology Coordinator is responsible for providing first line support surrounding use of the Imperial College Union (ICU) building and technology infrastructure, working closely with the digital systems function of the Union and College ICT to ensure that user issues are resolved promptly and efficiently.

The postholder will act as a triage for incoming queries to the systems team, resolving queries where possible and escalating to senior staff members and College ICT where appropriate. The postholder will also manage ongoing tickets with the wider College ICT service desk, proactively monitoring the status of tickets and seeing them through to resolution.

The role will also be responsible for providing installation, setup and tracking of technology and physical equipment, allowing proper visibility of our resources for management purposes.

The postholder is responsible for ensuring the proper maintenance of all Union spaces, promptly reporting defects, and arranging repair work as needed. They take ownership of shared spaces, including Activity and Meeting rooms, ensuring they are clean, organised, with suitable equipment in place and always ready for use. The role will also include undertaking essential maintenance, repair and improvement tasks to address minor issues or repairs. Reporting to the Facilities, Health & Safety Manager, and working closely with the Head of Digital & Marketing, the post holder will be a skilled user of IT with excellent customer service skills. They will be highly organised and process-driven, ready to learn new skills to assist the Union with service delivery.

Key Responsibilities

First-line support and inbox management

- To triage and answer queries sent via the main inbox and telephone to the digital systems function, following proper filing and logging protocols.
- To provide first line/first fix support to service users of the Union building and technology
- Maintaining effective communication with users and providing timely updates on progress with issues.

- To escalate queries where appropriate to other Union and College ICT staff.
- To manage tickets logged with College ICT and be proactive in seeking resolutions to issues.

Technology and space support

- To manage Union technology & spaces to support users, troubleshoot issues and escalate where appropriate.
- To install, maintain and configure hardware and/or software complying with agreed standards.
- Maintaining asset records of hardware/software items, enabling effective tracking of IT resources across the Union.
- To undertake monitoring and reporting tasks to maintain the effective operation of services relating to technology and the building.
- To provide setup and configuration support for the Union's EPOS solution, working closely with the commercial teams and EPOS provider.
- To manage the relationships between the Union and appropriate external technology providers

Facilities

- To manage work streams and support the Unions Building Management Plan of the facilities, health & safety team.
- To liaise with the Colleges Beit Quadrangle Building Managers where required.
- To manage the use of building management systems and technology platforms.
- To support the provision of excellent workstations for all Union office-based staff.
- Your daily tasks will involve handling both physical and administrative aspects of building management.
- Good knowledge of workplace safety and practical application of Health & Safety legislation and safe operating procedures in the workplace,

General

- To provide administrative support to the Systems and Facilities, H&S teams.
- To attend appropriate meetings and develop reports as and when required by the Union.
- To abide by the Union's Constitution, Policies and procedures and all relevant College policies and regulations at all times.
- To contribute to the positive image of the Union with students, the College, and the local community.
- To undertake other task and responsibilities compatible with the level and nature of the post as the need arises by the Managing Director.
- To carry out the above duties at other sites of the College, as necessary.

Training and Professional Development

Imperial College Union considers regular and ongoing training as crucial to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties and the post-holder will be encouraged to undertake such training as may be reasonably practicable.

As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities. They will also be expected to observe and follow all College policies and regulations, for example Health and Safety, Data Protection etc.

Person Specification

Requirements	Essential (E)/ Desirable (D)
Candidates/post holders will be expected to demonstrate the following:	
Education	
IT-based qualification at A level or above or equivalent relevant professional experience.	D
Experience	
Experience of providing technical IT support in a managed desktop environment.	E
Experience of installation, testing and commissioning of supplier specific IT equipment and software.	E
Experience of supporting web-based systems, including administration, configuration and user training/guidance	E
Experience with building management and facilities support	E
Experience of maintaining and supporting printing or EPOS equipment.	D
Experience in carrying out maintenance, repair and improvement tasks	E
Knowledge	
In-depth knowledge of IT, including hardware, software and operating systems support	E
A good knowledge of IT hardware and equipment installation and maintenance.	E
A basic understanding behind the principles of networks and IT infrastructure.	E
A good knowledge of facilities, workstation provision and best practice for managing a busy work environment	E
Skills & Abilities	
Effective communication skills with a focus on customer service.	E
Ability to prioritise and manage own workload effectively but also to be flexible and adapt/respond to emerging issues, short deadlines and other demands or challenges	E
Process oriented, with excellent attention to detail.	E

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Imperial College is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow the [7 Imperial Expectations](#) detailed below:

- 1) Champion a positive approach to change and opportunity
- 2) Encourage inclusive participation and eliminate discrimination
- 3) Communicate regularly and effectively within and across teams
- 4) Consider the thoughts and expectations of others
- 5) Deliver positive outcomes
- 6) Develop and grow skills and expertise
- 7) Work in a planned and managed way

Employees are also required to comply with all College policies and regulations paying special attention to: Confidentiality, Conflict of Interest, Data Protection, Equal Opportunities, Financial Regulations, Health and Safety, Information Technology, Smoking, Private Engagements and Register of Interests. They must also

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undertake specific training and assume responsibility for safety relevant to specific roles, as set out on the [College Website Health and Safety Structure and Responsibilities](#) page.

As this post is exempt from the Rehabilitation of Offenders Act 1974, a satisfactory Disclosure and Barring Service (DBS) check, at the appropriate level, will be required for the successful candidate. Further information about the DBS disclosure process can be found at: <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/> or by telephoning 03000 200 190. You may also wish to view the College's [DBS webpage](#) for policy statements on the Recruitment and Employment of Ex-Offenders and the Secure Storage, Use, Retention & Disposal of Disclosures and Disclosure Information.

The College is a proud signatory to the San-Francisco Declaration on Research Assessment (DORA), which means that in hiring and promotion decisions, we evaluate applicants on the quality of their work, not the journal impact factor where it is published. For more information, see <https://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-evaluation/>

The College believes that the use of animals in research is vital to improve human and animal health and welfare. Animals may only be used in research programmes which are ultimately aimed towards finding new treatments and making scientific and medical advances, and where there are no satisfactory or reasonably practical alternatives to their use. Imperial is committed to ensuring that, in cases where this research is deemed essential, all animals in the College's care are treated with full respect, and that all staff involved with this work show due consideration at every level. [Find out more about animal research at Imperial.](#)

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We therefore encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender identity, sex, or sexual orientation. We are an [Athena SWAN Silver Award](#) winner, a [Disability Confident Leader](#) and a [Stonewall Diversity Champion](#).

April 2024