

## IT Support Technician

**Location:** Leipzig, Germany

**Salary:** €38,000 - €43,000

**Division:** Navitas IT (employment through Navitas Germany GmbH)

**Reports to:** Head of IT – UPE & Campus Director Lancaster University Leipzig

**Permanent, full-time position**

**Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programmes, language training, workforce education and student recruitment.**

Navitas is seeking an exceptional individual to provide IT Support to our network, in Leipzig as part of Navitas' partnership campus with Lancaster University called 'Lancaster University Leipzig'.

The Lancaster University Leipzig campus offers a range of Lancaster University (LU) degree programmes, with the university committed to providing the same academic quality and fully rounded student experience as in the UK. In January 2020, the campus opened with a Lancaster University accredited foundation programme delivered by Navitas Germany GmbH – part of Navitas Group - an Australian owned public listed company. Navitas is an industry leader in providing managed campus services, as well as pre-university and university pathway programmes for domestic and international students in Asia, North America, Africa, Australia, Continental Europe and the United Kingdom. Navitas Colleges are modern and dynamic educational institutions committed to providing quality educational programmes and excellent student support in an environment that encourages students to achieve the best possible results in their studies. In Autumn 2020, four Lancaster University accredited Bachelor of Science programmes were included into the portfolio of programmes, and the growth plan holds the introduction of post-graduate programmes.

As part of the Global Service Desk team the IT Support Technician is responsible for the provision of 1<sup>st</sup> and 2<sup>nd</sup> line support to all Navitas business units and divisions under the direction of the Head of IT - Europe. Support will be provided either locally, remotely and on regular scheduled occasions off site within the UK and Europe.

### Key Relationships:

- UPE IT Team
- Global Service Desk team members
- Global Infrastructure and Applications team members
- Other regional and global IT team members
- Navitas Corporate, Campus and SAE Campus staff
- Partner staff (including, but not exclusively Lancaster University and Lancaster Leipzig GmbH staff)

**Key accountabilities of the role include:**

Provide timely and effective 1<sup>st</sup> and 2<sup>nd</sup> level support to customers/users by:

- Installation and maintenance of desktop computer systems according to established procedures
- Contribute to the administration, maintenance, and development of IT systems, according to established procedures
- Contribute to the professional standing of Navitas IT as a centre of excellence
- Contribute to the maintenance of a safe working environment, within their area of operations.

**Key Result Areas:**

- Provide timely and effective 1<sup>st</sup> and 2<sup>nd</sup> level support to customers/users by:
  - Monitoring, receiving, and responding to relevant Service Desk incidents and service requests
  - Investigating and resolving desktop hardware and software incidents
  - Escalating incidents to other technical staff as appropriate
  - Meeting and exceeding the required business SLAs
- Install and maintain desktop computer systems according to established procedures. This includes:
  - Installing and maintaining operating systems and application software on desktop computers (Windows and Mac OSX)
  - Developing and maintaining automated imaging and installation procedures (SCCM)
  - Investigating and resolving hardware and software faults across operating systems, hardware, telephony, printing and peripherals
  - Liaising with vendors/suppliers for purchase, repair and resolution of faults beyond the scope of local expertise
- Supporting Linux and Linux based software
  - Provide systems administration and software support for Linux based systems for teaching operations. This includes definition and development of initial systems, installation, maintenance, and monitoring of performance, resolving of issues and decommissioning of systems
  - Provide day-to-day support for Linux users, making use of existing expertise and helping provide maintenance such as OS Updates; Software installation; hardware maintenance
  - Act as liaison between the Navitas UPE IT Team, Campus/College Staff and University Partners for the purpose of information exchange concerning Linux based issues, agreeing standards, developing, and implementing group wide working practices
  - Develop wider staff skills in use of Linux for research and teaching purposes

Contribute to the administration, maintenance, and development of IT systems, according to established procedures. Specifically, this includes:

- Ensuring the accuracy and integrity of the asset register and inventory

- Creating and updating relevant documentation
- Undertaking requests and project work packages where possible and contribute to advancement of technology within Navitas.
- Contributes to the professional standing of Navitas IT as a centre of excellence by:
  - Developing and maintaining effective relationships with staff, other divisions and third parties and liaising closely with them
  - Dealing promptly and effectively with staff, other divisions and third parties on all information management and technology related matters
  - Apply outstanding communication skills and focus on delivery an exceptional customer service
  - Willingly take on any other reasonable tasks and responsibilities that may arise
  - Provide reporting and monitoring results as required.
- Contributes to the maintenance of a safe working environment, within their area of operations, by:
  - Maintaining local workplaces that are safe and without risk to health
  - Ensuring relevant occupational health and safety regulations are complied with at local workplaces.

The successful candidate should be open to taking on all reasonable responsibilities required. Staff responsibilities may be varied by Navitas to allow Navitas to respond to operational needs or requirements.

### **Qualifications and Selection Criteria**

- **Essential:**
  - Higher Education level qualification/s in an IT or related field, or equivalent relevant training or professional experience
  - A proven high calibre of desktop support in a Microsoft environment including Microsoft Windows 10/7, Microsoft Office, various SaaS and desktop applications, printing and telephony
  - Experience and understanding of Mac OSX
  - Exposure and knowledge of automated imaging software and SOE deployment
  - Exposure and knowledge of Active Directory
  - Demonstrated ability to problem solve and exercise judgment whilst working independently, at times without supervision, often remotely via telephone and remote desktop
  - Demonstrated commitment to providing a high level of customer service
  - Experience working within a Service Desk software environment
  - Well-developed written and verbal English communication skills, including the ability to communicate technical concepts to non-technical staff
  - Ability to create and update documentation of high quality
  - Demonstrated ability to use initiative in the work area
  - Proven ability to work autonomously

- **Desirable:**
  - Clean driving license
  - Fluency in German language
  - ITIL V3 Foundation or higher certificate
  - Experience working with or solid knowledge of one of more Microsoft Server Technologies would be highly advantageous (e.g. Azure, Server 2008/2012, O365, Exchange, SharePoint, Microsoft System Centre, Data Protection Manager, WSUS, etc.)
  - SharePoint Services Administration
  - Experience and understanding of Microsoft SQL Server Administration
  - Experience and understanding of CRM application support/administration (preferably SalesForce)
  - Scripting Language knowledge (e.g. vbscript, PowerShell, SQL)
  - WSUS Management
  - Cisco Networking Skills
  - MCITP, MCTS Certification
  
- **Personal Traits:**
  - Enthusiastic and Energetic
  - Willingness to contribute to the team
  - Great attention to detail
  - A logical problem solver
  - Customer Service skills

**The successful candidate will be able to demonstrate:**

- Education to an Undergraduate degree level, or possesses relevant sector qualifications/training
- Practical Experience and Knowledge of Azure, Server 2008/2012, O365, Exchange, SharePoint, Microsoft System Centre, MS Teams
- Demonstrated ability to problem solve and exercise judgement whilst working independently, at times without supervision, often remotely via telephone and remote desktop
- Well-developed English written and verbal communication skills, including the ability to communicate technical concepts to non-technical staff

Navitas is a safeguarding employer and the successful applicant may be required to undergo a German criminal record check ('Erweitertes Führungszeugnis').

**What we offer**

The Navitas Group offers outstanding long-term career opportunities and is values driven, and an equal opportunity employer. Navitas reserves the right to fill the position by invitation.

Enquiries and applications, including both a covering letter and Curriculum Vitae (CV), should be sent to

**Jason Howe | Head of IT | [jason.howe@navitas.com](mailto:jason.howe@navitas.com)**

Applications close at **5.00 pm on Wednesday 13<sup>th</sup> of January 2021.**

Due to the volume of the applications, only successful applicants will be contacted.