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Our ref: FOI-21-230

1 July 2021

Mr Ryan Wilson

Email: Ryan Wilson <request-766371-8a00c08e@whatdotheyknow.com>

Dear Mr Wilson

Further to your FOI request received on 18 June 2021 please find below the University's response in relation to your request.

The information requested:

1. Working hours/schedule for IT Helpdesk/Service desk staff e.g. 9-5.

Junior staff, Computer assistants, Grade 3's: work both a term time and non-term time shift rota. Term Time is 09:00 to 22:00 Mon to Fri, 9:00 to 17:00 Sat and 1:00 to 17:00 Sundays. Hours are reduced for non-term time.

2. Role differences between computing engineer, computing assistant and IT Support Technician.

Each role above are covered by their own job description, attached at Appendix 1. The engineering role (Grade 7) is a sample as there may be variations.

3. Pay Grades of above roles across University.

Computer Assistant - Grade 3
Service desk technician - Grade 5
Engineers (Systems analysts) - Grade 7

4. How many calls/tickets do you receive a day in the IT Helpdesk on average per day?

Many factors influence the number of calls received via or Service Desk System. The responding role will vary depending on the nature of the issue or requirement. In May, 930 issue tickets were raised. In addition, 1,687 requests for other requirements were received, so in total an average of 125 service tickets per day.

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to the Information Compliance Manager c/o info.compliance@qub.ac.uk. Please remember to quote the reference number FOI-21-230 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Information Compliance Unit