IT support skills audit

A practical and impartial audit – to help ensure you have the right balance of skills in your IT team

In research and education, you rely heavily on the skills of your IT support team, as you attempt to improve the student experience and build towards your digital future. But in a fast-paced world with ever-increasing compliance and technical demands, it’s vital to have the right balance of skills in your team.

To help you prepare for the future, we offer an IT support skills audit – so you can develop the mix of skills to suit your needs and budget, ensuring you have access to the IT support you’ll need to fulfil your organisation’s goals.

The service will be of practical use whether you’re an FE college embarking on a merger, or a large HE organisation seeking to improve the digital experience for staff and students.

How our skills audit helps you
Our IT support skills audit helps you to:

Achieve the right balance of IT skills
Every IT team needs the right balance of skills, to suit the needs of the specific organisation. Our audit helps you develop the clear overview you need to make this happen. For example, one of our key outputs is a “coded matrix”, which indicates areas of strength and where you might address potential skills gaps.
Make the case for investment in staff
As part of the IT support skills audit, we provide a skills analysis paper that helps identify areas where skills can be improved.

Armed with this paper, you can make a more effective case for staff development, continuing professional development (CPD) and recruitment.

Identify risks and stay resilient
One potential risk for organisations is to over-depend on key individuals in critical roles. If you do this, it could create problems if those people leave – which could have a serious effect on your business continuity.

Our IT support skills audit can identify risks such as these, helping plan ways to share skills more widely across your organisation – to mitigate “single points of failure” and make your organisation more resilient in future.

How the service works
The IT support skills audit is a chargeable service – during which we travel to your organisation and talk with you and your staff, in an effort to understand your resources, your responsibilities and your obligations to users.

As part of this, we can offer a “facilitated workshop”, in which your staff can be actively involved in addressing skills gaps, identifying training needs, and planning how to minimise stresses on IT support.

At the end of the process, we’ll provide your coded skills matrix, along with an analysis paper with actionable suggestions for improvement.

You can also access the service as part of our package of merger support services for FE. For more information visit jisc.ac.uk/consultancy/merger-support.