

## JOB DESCRIPTION

<b>Job Title:</b>	First Line Support Assistant	<b>Grade:</b>	SG3
<b>Department:</b>	Information and Library Services/Information Services	<b>Date of Job Evaluation:</b>	Feb 2015
<b>Role reports to:</b>	Senior First Line Support Officer		
<b>Direct Reports</b>	None		
<b>Indirect Reports:</b>	IT Service Desk Supervisor and First Line Team Leader		
<b>Other Key contacts:</b>			
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

**PURPOSE OF ROLE:** The post is part of a team providing professional support for audio-visual (AV) systems, IT and other services provided by ILS. The role will involve handling both technical and non-technical requests via face-to-face interaction in the IT labs and Libraries at Avery Hill and Greenwich campuses, but may also include phone and web-based communications in the IT Service Desk or by any other methods introduced by ILS.

### KEY ACCOUNTABILITIES:

#### Team Specific:

- To work as a member of the First Line Support team to provide first line IT and audio-visual (AV) support to members of the University staff and students. This includes supporting users and carrying out maintenance in the IT labs and Libraries at Avery Hill and Greenwich campuses, but may also include answering, recording and resolution of users' queries via telephone, email, internet services and any other service introduced by ILS or the University
- To support users in the use of the IT and AV
- To respond to work or ticket escalations notified either by the IT Service Desk software (Sunrise), or by users, to ensure a prompt and smooth return to Business As Usual
- To work within a rota drawn up by the IT Service Desk Supervisor
- To support the IT Service Desk Supervisor with all tasks related to providing a continuous supportive service and environment for users, such as report creation, documentation, FAQs, etc.
- To participate in demonstrations to, and the training and induction of, students and staff

#### Generic:

- To establish and maintain professional working relationships with colleagues within the University at all levels and with external organisations and individuals
- To keep up to date with current learning, teaching and information technology developments in order to improve and enhance the users' experience

#### Managing Self

- Be able to respond to users in a calm and understanding manner at all times. To inspire

confidence in the users, ensuring their needs are understood and acted upon

- To be a team player, sharing and distributing knowledge, supporting each other and showing an ability to work collaboratively whilst able to take initiatives and show judgement
- Be self-motivated, flexible and show resourcefulness when dealing with tasks
- Be accountable for your actions and take ownership of issues as they arise
- Respond to enquiries in a timely and effective manner
- Work to service deadlines and project timelines
- Be responsible for maintaining own professional development including advancing knowledge of 'best practice' in supporting current audio-visual and IT systems as well as emerging technological advances

### **Core Requirements**

- Adhere to and promote the University's policies on Equality and Diversity and Information Security
- Ensure compliance with Health & Safety regulations
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Willingness to undertake training as and when required
- Ensure compliance with data protection and confidentiality regulations and University policy

### **Additional Requirements:**

- From time to time to assist with work of a similar level and nature in other areas as required
- To contribute to evening and weekend work if required and cover all areas of the service if resources fall below critical levels
- Lifting/moving items such as small furniture, computers, boxes, display materials
- Computer work (DSE)

### **KEY PERFORMANCE INDICATORS:**

- Delivery of prompt service to staff and students through effective Information Support
- Delivery of work to agreed timescales and of an appropriate quality
- Contribution to team ambience, equilibrium and effectiveness
- Levels of customer satisfaction (measured by feedback, complaints and surveys)
- Flexibility of approach to Continuous Service Improvements

### **KEY RELATIONSHIPS (Internal & External):**

- Staff and student users at all levels, on campus and supported remotely
- First, Second and Third Line support teams within (Networks, Systems, corporate database administrators) and those external to ILS
- External audio-visual and IT maintenance companies

PERSON SPECIFICATION	
Essential	Desirable
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of working within a team and ability to work collaboratively whilst able to take initiatives and show judgement</li> <li>• Sound and effective experience of using Microsoft Office at version 2013 and above</li> <li>• Experience supporting hardware such as PCs, printers and mobile devices in a networked environment</li> <li>• Experience in the operation of modern AV presentation equipment used in teaching spaces</li> <li>• Experience using non-Windows devices such as Apple MACs and other intelligent devices</li> </ul> <b>Skills</b> <ul style="list-style-type: none"> <li>• Sound skills dealing with users, providing a calm and effective environment in which to resolve their queries and issues</li> <li>• Excellent communication skills both verbal and written</li> <li>• Excellent organisational skills and the ability to prioritise</li> </ul> <b>Qualifications</b> <ul style="list-style-type: none"> <li>• Educated to A-Level standard or equivalent</li> <li>• GCSE A-C grade in English and Maths or equivalent</li> </ul> <b>Personal attributes</b> <p>We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity</p>	<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience working on an IT Service Desk using ITIL service desk software</li> <li>• Experience of working within the Higher Education Sector</li> <li>• Experience supporting non-Windows devices such as Apple MACs and other intelligent devices</li> <li>• Comprehensive experience supporting users in a Windows 7 and Windows 10 standard operating environment under Active Directory</li> </ul> <b>Skills</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <b>Qualifications</b> <ul style="list-style-type: none"> <li>• Educated to Degree standard</li> </ul>