

JOB DESCRIPTION

Job Title:	Teaching & Learning IT Support Assistant [Greenwich & Avery Hill]	Grade:	SP7
Department:	Information & Library Services	Date of Job Evaluation:	November 2020
Role reports to:	Senior Service Management Officer		
Direct Reports:			
Indirect Reports: Other Key contacts:	Support Team Leader, IT Service Desk Manager, Senior Service Development Specialist		
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:

To provide reactive in person IT support within general teaching spaces and computer laboratories during live lectures and classes on the Greenwich and Avery Hill campuses.

To undertake proactive IT maintenance checks in general teaching spaces and computer laboratories, including but not limited to hardware checks, software checks and tidying of these areas.

To work on the ILS IT Service Desk providing technical and non-technical support to users over the phone and remotely as per our service requirements.

To work in a calm and understanding manner, delivering a high standard of customer service at all times, inspiring confidence in our users and taking control of situations that could be technically unpredictable in a demanding environment.

KEY ACCOUNTABILITIES:

Team Specific:

- To operate as a member of the ILS First Line Support Team providing professional assistance for all University staff and students.
- To provide reactive in person IT support within ILS supported teaching spaces and computer laboratories during live lectures and classes on the Greenwich and Avery Hill campuses.
- To undertake IT maintenance checks in ILS supported teaching spaces and computer laboratories, including but not limited to hardware checks, software checks and tidying of these areas.
- To handle technical and non-technical requests made to the IT Service Desk, by telephone, face-to-face interaction in teaching/meeting rooms, computer labs, libraries or ILS Information Points. This includes using our call logging system to sufficiently detail, answer and resolve users' queries and issues, escalating to colleagues where necessary.
- To provide first line support to users across a range of IT systems, software packages and items of hardware, including but not limited to Microsoft 365, printers, plotters, wireless networking, account administration, University Portal, Moodle and Turnitin.
- To support users remotely using relevant university technologies when required.

- You will be required, from time-to-time, to work or attend training at other university campuses.

Generic:

- To work within a scheduled rota drawn up by line manager(s), including evening and weekend work as required to cover all areas of the service.
- To support the IT Service Delivery and Library User Services teams with all tasks related to providing a continuous supportive service and environment for users, escalating queries where appropriate.
- The above is not exhaustive, and the post will require other duties to be undertaken.

Managing Self

- Be able to respond to users in a calm and understanding manner at all times. To inspire confidence in our users to ensure their needs are understood and acted upon.
- To be a team player, sharing and distributing knowledge, supporting colleagues and showing an ability to work collaboratively whilst being able to use own initiative and showing sound 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.
- Show commitment to, and take pride in, the services the team provides, acting professionally at all times.

Core Requirements

- Adhere to and promote the University's Equality and Diversity policies.
- Ensure compliance with Health & Safety regulations.
- Support and promote the University's Sustainability policies, including 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.
- Ensure compliance with data protection and confidentiality regulations and University policy.
- Willingness to undertake training as and when required.

Additional Requirements

- Lifting/moving items such as computers, monitors.
- Computer work (DSE)

KEY PERFORMANCE INDICATORS:

- Team and individual objectives as discussed with line manager(s).
- 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 Line and Second Line IT support teams
- Library staff

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <p>Current student at University of Greenwich.</p> <p>Demonstrable experience of working in a customer service environment.</p> <p>Experience of working within a team and ability to work collaboratively whilst able to take initiative and show sound judgement.</p> <p>Experience of working successfully towards a goal, target or other measurable objective.</p> <p>Sound and effective experience of using Microsoft 365, including the cloud-based software packages.</p> <p>Wide-ranging experience using hardware such as PCs, printers and mobile devices.</p> <p>Clear examples of working to strict deadlines.</p> <p>Skills</p> <p>Flexibility to work within the team rota and as other service requirements present themselves.</p> <p>Responsible, punctual and reliable, with the ability to work as part of a team and individually as and when required.</p> <p>Clear, user-focused approach to work with ability to respond flexibly to change.</p> <p>A strong team-player, willing to contribute towards the overall aims and objectives of the group.</p> <p>Strong attention to detail.</p>	<p>Experience</p> <p>Demonstrable experience of customer support in a demanding and pressured environment.</p> <p>Experience of dealing with difficult situations or customers.</p> <p>Experience working on an IT Service Desk or using call logging systems.</p> <p>Experience of working within the Higher Education Sector.</p> <p>Experience supporting non-Windows devices such as Apple Macs and other intelligent devices like smartphones and tablet computers.</p> <p>Existing knowledge and support of hardware such as PCs, printers and mobile devices in a networked environment.</p> <p>Experience of working with the public.</p> <p>Skills</p> <p>Good level of computing skills, particularly University IT systems such as email, Microsoft 365, Portal, Moodle VLE, etc.</p> <p>Ability to utilise remote working technologies.</p> <p>Knowledge of the wider context of universities and the corresponding expectations of users on our services.</p> <p>Awareness of latest developments with IT and Library Services at Higher Education level.</p>

Sound customer service skills when dealing with users, providing a calm and effective environment in which to resolve their queries and issues.

Excellent communication skills, both verbal and written.

Excellent organisational skills and the ability to prioritise.

Awareness of libraries at Higher Education level and their purpose.

Qualifications

Educated to A-Level standard or equivalent.

GCSE A-C grade in English and Maths or equivalent.

Qualifications

Recognised IT/library qualification or training (e.g.: ITIL, CILIP).

Customer service qualification or training.

First aid qualification or training.

Manual handling qualification or training.