Teaching & Learning IT Support Assistant [Medway]

The University aims to provide a secure, reliable, and feature-rich digital environment for learning, teaching, research, and professional services now and in the future, as technologies and the educational environment evolve.

IT and Library Services (ILS) are looking for several committed, enthusiastic, and innovative individuals to join the Service Delivery team in the position of Teaching & Learning IT Support Assistant. You will be working across the Greenwich and Avery Hill campuses to contribute towards providing outstanding user experience and customer services.

Key responsibilities of the role include:

- To provide reactive in person IT support within general teaching spaces and computer laboratories during live lectures and classes on the **Medway campus**.
- To undertake proactive 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 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.

Please read the full job description and person specification for further information.

Please note this job is to work on the Medway campus. There is a second job listing for working on the Greenwich and Avery Hill campuses.

This is a zero-hour contract up to 20 hours per week. The hours for this position will be 4PM to 7:30PM, Monday to Friday.

Regular hours are expected to continue until May 2021. All shifts are subject to change.

If your application is successful, you will be required to participate in compulsory training.

Applications are accepted only from fully registered current students at the University of Greenwich who are studying in the 2020/21 academic year.

Please <u>do not</u> apply if you are unable to work the patterns stated.

Note: We are sorry, but this vacancy <u>is not valid</u> for staff members, MPhil or PhD students.