

Responsible to: University IT Services and Director of Operations

Summary of post: To provide support and administer various areas of the Guild's IT network, including general support to end users

Hours of work: Up to 16 hours per week, predominantly during term time although some weekend and out of term time hours may be available.

Duties and Responsibilities

1. To provide technical support to users of the Guild's IT network including staff, officers and student groups.
2. To assist in maintaining the security of the Guild's IT network.
3. To repair, maintain and install desktop and laptop computers ready for use on the Guild network.
4. To support the work of the IT team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
5. To assist with the setting up IT equipment for Guild events
6. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
7. To undertake such other duties as may be reasonably required, consistent with the nature of the role.
8. To complete compulsory training as required.

Person Specification: IT Assistant

You must be able to demonstrate in your application that you have;

	Essential	Desirable
KNOWLEDGE AND EXPERIENCE		
Experience of working in IT, technical support or a related role.		✓
SKILLS AND ABILITIES		
Strong customer service focus with an awareness of your impact on the customer experience	✓	
Ability to establish strong working relationships with a range of individuals	✓	
Ability to stay calm and friendly under pressure in a busy environment	✓	
Good standard of IT skills, including Microsoft Office, and willing to learn new skills	✓	
PERSONAL QUALITIES		
Approachable and personable	✓	
Empathetic	✓	
Self-motivated and self-reliant	✓	
Uses own initiative to solve problems	✓	
Flexible and responsive to service/student needs	✓	
Excellent spoken communication	✓	
Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year	✓	
Non-judgemental and committed to equality of opportunity for all	✓	