Responsible to: University IT Services and Director of Operations

Summary of post: To provide administrative support to the University IT Services staff managing the Guild's IT provision

Hours of work: Up to 20 hours per week, predominantly during term time although out of term time hours are available.

Duties and Responsibilities

1. To provide support to the University IT Services team.

2. Answering calls or emails and ensuring queries are logged, updated and resolved appropriately.

3. Maintaining accurate records of inventory and replenishing stocks when necessary.

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 of 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:

- Experience of using Microsoft Office applications.
- 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.
- Willing to learn new skills
- 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.