

JOB DESCRIPTION

Job Title: Information Technology Support Assistant (Summer 2024 & Academic Year 2024 – 2025)	Band 1: £11.44 per hour + £1.60 Holiday pay
Department: IT Services	
Reporting directly to: Team Lead: Service Centre	
Supervisory responsibility for: N/A	
<p>Other Contacts Internal: Students; Staff; IT Service Colleagues.</p> <p>External: Visitors to the Hive.</p>	
<p>Main Duties</p> <ol style="list-style-type: none"> 1. Under the guidance of other team members, provide front facing IT assistance and customer support to fellow students and staff in the Peirson Study and Guidance Centre, and The Hive, escalating to relevant IT teams when necessary. 2. Under the guidance of other team members ensure Service Desk coverage is always available to provide telephone, remote and desk side support to a high degree of customer satisfaction. 3. Under the guidance of other team members ensure all Incidents and Service Requests are successfully and accurately identified, categorised, prioritised, diagnosed and managed in the Service Centre from staff, students, delegates and visitors. 4. To work under the guidance of the Team Lead Service Centre and Team Lead Client Computing as well as other team members to support the University’s hardware and software functions in meeting rooms, study areas and teaching spaces, including checking equipment on a regular basis. 5. To work under the guidance of other teams within IT to ensure that students and staff experience professional service delivery. 6. Any other appropriate duties as specified by the Team Lead Service Centre. 7. You will work on multiple sites, with University partners where appropriate. 8. Comply at all times with relevant security, privacy and data protection standards. 9. Physical requirements: This post involves lifting and carrying items of equipment. 10. Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training. 	

11. Take steps to ensure and enhance personal health, safety and well-being and that of other staff and students.
12. Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion and takes into account the University's commitment to environmentally sustainable ways of working.

*The above does not represent an exhaustive list of duties associated with this role.