JOB DESCRIPTION

Job Title:	Casual IT Support Assistant
Department / Unit:	IT Department
Job type	Professional Services - Casual
Grade:	RHUL 2
Accountable to:	IT Service Desk Supervisor
Accountable for:	n/a.

Purpose of the Post

The primary role is to ensure the delivery of an excellent 1st line IT support service to students and staff at the university.

Reporting to the IT Service Desk Supervisor, the post holder will work within the IT Laptop Support team to provide both proactive and reactive effective support, primarily face-to-face support for students in the IT Support Office and support via online chat.

Key Tasks

1. To provide help and advice to students and staff in their use of College IT systems.

2. To follow appropriate actions and escalation procedures for capturing, recording and prioritising incidents and service requests.

3. Record all interactions in the Footprints enquiry management system.

4. Printer Checking - check that the public printers in PC labs are working, clear of errors and are regularly filled with paper. Report issues that cannot be immediately resolved.

5. PC Lab Checking - check the equipment in Labs (computers, keyboards, mice) and report issues as required.

   To undertake any other tasks as requested by the IT Service Desk Supervisor.

Other Duties
1. Installation of RHUL provided software on students' own devices, such as SPSS, 365, Mathematica, MATLAB, NVivo and other free software provided by the college.
2. Advising how to connect to CampusNet and assisting with connections to own devices.
3. VPN (Campus Anywhere) installation and diagnosing issues.
4. MFA (Microsoft Authenticator) installation and registration.
5. Help with connecting devices (pc and mac) to the College printing system.
6. Data back up and file recovery from the Y Drive provided by the College.
7. Email set up and usage
8. The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and   as requested by his/her manager.
The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships
The following list is not exhaustive, but the post holder will be required to liaise with: This role involves working in the Laptop Support team, so will be expected to build strong relationships with the IT Service Desk team.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: IT Support Assistant   **Department:** IT Department

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Education to GCSE level or equivalent	X		Application Form
Knowledge of Microsoft Operating Systems and relevant technologies, desktop and laptop h/w platforms and software applications.	X		Application Form and Interview
Knowledgeable in supporting MAC OS and hardware.	X		Application Form and Interview
Knowledge of University policies and procedures.		X	Application Form
Skills and Abilities			
Ability and commitment to work effectively within a team, including sharing of information and workload.	X		Application Form and Interview
Good customer service skills and ability to display a service culture.	X		Application Form and Interview
Good Verbal and written communication skills across broad business spectrum.	X		Application Form and Interview
Problem management and problem-solving skills.	X		Application Form and Interview
Self-motivated and capable of working with the minimum of supervision.	X		Application Form and Interview
Experience using remote support tools, for example Bomgar Beyond Trust.		X	Application Form
Experience			
Working experience of RHUL IT Services used by students.		X	Application Form