**Industrial Year Placement - IT Service Desk
Information Services**

**Salary: *£13, 000***

This placement will be part of the IT Service Desk Team in Information Services.

The IT Service Desk acts as a first point of contact for students, staff and visitors and provides an enquiry service to customers on the use of the University’s library, computing and media facilities.

This is a full time placement, working 36.5 hour a week , for 13 months starting 01 July 2016

Normal hours of work fall between 8:30-18:00 Monday to Friday

On occasions the post holder may required to work outside of these hours for which time off in lieu will be given.

Informal enquiries regarding this post can be made to Jan Litton, IT Service Desk Team Leader (jpl@aber.ac.uk; 01970 621895).

**Closing date: 10am, 14 March 2016**

Bilingual Institution which operates a Welsh Language scheme.

Committed to Equal Opportunities.

**Further particulars**

The post holder will report directly to the IT Service Desk Team Leader and will be part of the IT Service Desk Team.

**The IT Service Desk:**

* acts as the first point of contact for all users of Information Services – face-to-face and by phone, email, Instant Chat, Facebook and Twitter
* provides a customer-focused enquiry service on the use of the University’s library, computing and media facilities at the Enquiry Desks, by phone, email, Instant Chat, Facebook and Twitter
* facilitates access to Information Services e.g. email accounts, Aber cards, computing network, printing, library borrowing, SCONUL
* troubleshoots problems users experience with accessing or using Information Services and resolves or refers them as appropriate
* provides advice and support in the use of Information Services and other AU services
* represents users within IS e.g. presenting user feedback at meetings or user testing new services

Training will be provided

The post will be based at both the Hugh Owen and Thomas Parry Library

**Job holder duties include:**

1. Staffing the enquiry desk
2. Staffing the telephone help line
3. Staffing the mail enquiry / online chat service
4. Maintaining and monitoring the cross-campus public print service:
	1. Troubleshooting problems
	2. Refilling with paper and toners all over campus
5. Assisting users to make the best use of Information Services:
	1. Using the catalogue to locate and borrow resources
	2. Using the equipment in the library
		1. MFDs – printing, copying, scanning
		2. Self-issue and self-return
		3. Autoloaders
		4. Microfilm readers
		5. Webcams/Scanners
	3. Making bookings for individual and group study rooms
6. Providing a wide range of computer support enabling students, staff and visitors to access and use the AU networked computers, their laptops, computers and mobile devices
7. Diagnosing and resolving computing queries including setting up wireless and wired network connections, VPN connections, troubleshooting network connections, registering MAC addresses and booking socket repairs.
8. Setting up computing accounts for users including activation of email accounts, password changing, creation, renewal and management of all non-staff/student computing accounts
9. Troubleshooting problems that users experience with accessing or using Information Services and resolving or referring them as appropriate
10. Investigating and diagnosing IT problems and then resolving or referring as appropriate.
11. Supporting the VOIP telephone system
12. Supporting staff and students in their use of the University’s email systems
13. Supporting the Instant Chat service
14. Testing new services
15. Selling software, computer accessories/consumables, filestore, printer credit and stationery
16. Taking fine payments
17. Writing webpages/FAQs advertising our services and giving advice in how to use them
18. Regular and timely collection of required statistics
19. All administrative duties associated with the IT Service Desk
20. Participating in IS projects as required

Information Services require that all our staff members comply with the Information Security policy of the Department. Any information security incidents resulting from non-compliance may result in appropriate disciplinary action. The post holder will be required to sign a formal undertaking concerning the need to protect confidentiality

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Person Specification** | **Essential Attributes** | **Desirable Attributes** |
| Qualifications/ Education  |  | * Full, valid UK driving licence
 |
| Experience | * Customer Services Experience
 | * Knowledge of Aberystwyth University, it’s campuses, network and study environment
* An understanding of data protection issues and/or experience of handling confidential information appropriately.
 |
| Skills | * Good interpersonal skills, as demonstrated by the ability to deal pleasantly and effectively with a wide range of people.
* Excellent communication skills, both oral and written with the ability to convey information in a clear, concise manner
* Confident in navigating computers systems
* In depth knowledge of Microsoft Windows and Office
* Confident telephone manner
* Welsh Language Standard A\*
 | * Willingness to learn Welsh to Standard E. \*\*
* Ability to acquire new skills and apply them effectively
* Ability to work under own initiative
* Ability to follow procedures
* Ability to work independently and with minimum supervision
* Ability to work effectively as part of a team.
* Ability to work under pressure and to respond to problems quickly and calmly
 |
| Personal Qualities |  | * Strongly committed to providing excellent customer service.
* Reliable and flexible approach to work
 |

**Standard/Safon A (Level 0/0)**

* *The ability to understand the bilingual nature of the University and an awareness of the procedures in place to support working bilingually.*

***Standard/Safon E (Level 3/3)***

* The ability to **understand** everything on the telephone, television, in a meeting.
* The ability to **speak** confidently on various subjects.
* The ability to **give clear presentations** on familiar subjects.
* The ability to **read and understand** articles and reports relevant to the work where complicated information is conveyed.
* The ability to **follow detailed written instructions**.
* The ability to **write** formal letters in standardised Welsh without using a template but with the aid of a spell-check and dictionary as required.
* The ability to **take notes** as someone speaks.
* The ability to **write** short reports which convey information or express an opinion.