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

**Salary: *£13, 380***

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 IT and library facilities.

This is a full time placement, working 36.5 hour a week , for 13 months commencing July 2017

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: 20st March 2017 12 noon**

**Interview date: 22nd March 2017**

Aberystwyth University is a 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:**

* act as the first point of contact for all users of Information Services – face-to-face and by phone, email, online chat and Twitter/Facebook
* provide a customer-focused enquiry service on the use of the University’s IT and library services at the Enquiry Desks, by phone, email, online chat, Facebook and Twitter with the majority of calls being fixed within the first point of contact
* facilitates access to Information Services e.g. IT accounts, email, Aber cards, computing network, printing, telephony services
* supports the public printing service, maintaining printers across campus and halls of residence
* troubleshoots problems users experience with accessing or using Information Services and resolves them or refers them as appropriate
* provides advice and support in the use of Information Services and other AU services
* represents the users within IS e.g. presenting user feedback at meetings or user testing new services

Full training and supervision 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 Library facilities:
	* 1. MFDs – printing, copying, scanning
		2. self-issue and self-return
		3. autoloaders
		4. microfilm readers
		5. Webcams/Scanners
	1. Using the catalogue to locate and borrow resources
	2. Making bookings for individual and group study rooms
6. Providing a wide range of IT support enabling students, staff and visitors to access and use the AU networked computers, their laptops, computers and mobile devices and University systems.
7. Diagnosing and resolving IT queries including setting up wireless and wired network connections, VPN connections, troubleshooting network connections, registering MAC addresses and booking socket repairs.
8. Setting up IT accounts for users including activation of IT accounts, password changing, creation, renewal and management of all non-staff/student IT 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 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 Online Chat service
14. Offering more in depth support to individuals or small groups as part of the IS clinic service
15. Testing new services
16. Selling software, computer accessories/consumables, filestore, printer credit and stationery
17. Taking fine payments
18. Writing webpages advertising our services
19. Writing FAQs giving advice and support in using our services
20. Carrying out Emergency procedures when needed e.g. Acting as a Fire Marshall
21. Collecting and collating statistics
22. All administrative duties associated with the IT Service Desk
23. 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   | * Education to A level standard or equivalent experience
 | * 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
* Able to operate/communicate through the medium of Welsh at level B1\*\* or demonstrate a willingess to learn to this level.
* Good timekeeping
 | * Able to operate/communicate through the medium of Welsh at level B2. \*\*
* 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
 |

* **\*\*Welsh standards**

|  |  |  |
| --- | --- | --- |
| * B1
 | I can: * take advantage of a range of simple language to deal with most situations which are likely to arise in my work.
* understand the general meaning of emails and letters on topics of personal interest, as well as theoretical letters within the context of my work.
* enter unprepared into conversation on topics that are familiar, e.g. family, hobbies, work, travel and offer advice on simple matters to clients within the context of my work.
* describe experiences and events, hopes and ambitions.
* give reasons and explanations for my opinions and plans concisely
 | I can: * take fairly accurate notes in meetings or seminars where the subject is familiar and foreseeable.
* write letters or emails to describe events, experiences and impressions
* write memoranda or informal emails to convey information.
 |
| B2  | I can: * listen to, understand and contribute to discussions in meetings and seminars.
* take an active part in discussion in familiar contexts.
* clearly express an opinion.
* present clear, detailed descriptions on a wide range of subjects related to work
* expand and support ideas with supplementary points and relevant examples.
* explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
* give a clear presentation on familiar topics.
 | I can: * write short pieces of business correspondence, as a letter or email, on a wide range of topics related to my work or my field of interest, and this in standard Welsh without using a template (but using a spellchecker, dictionary, technical resources etc. when necessary).
* take notes or write reports, passing on information or giving reasons in support or against a particular point of view.
 |

|  |  |  |
| --- | --- | --- |
| **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
 | * Willingness to learn Welsh to Standard C. \*\*
* 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
 |