

JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the postholder.

Job Title: IT/AV and Library Services Assistant (HH)	Job ref no:
Grade:	Department: Infrastructure Services Directorate – Professional Services
Accountable to: IT Resources Manager & Learning Resources Manager	Responsible for: n/a

Job summary:

The post holder will work as part of a small team of library and IT staff, contributing to the provision of a high-quality service to students and staff, assisting in the maintenance of an environment conducive to academic study.

The post holder will staff the library and IT helpdesk and will issue, return and renew books and give advice to users on finding material on the library shelves and online. Helping to answer enquiries received via the Contact Centre by phone and webchat and email will be a major part of this role.

In addition to this, the post holder will answer 1st line ‘in person’ IT queries and ensure that the audio-visual (AV) and video-conferencing (VC) facilities and equipment are accessible when required for teaching and meetings and that equipment performs to expectations. To liaise with the AV Specialist and other ISD staff on related services, fault-finding and resolution and end users.

Competency: Communication

Key tasks:

- To provide accurate and timely IT, AV and Library advice and support to students online, in person and by telephone.
- To schedule appointments with users, provide target completion times, progress information to clients and communicate with team members to ensure activities are undertaken and commitments fulfilled with minimal disruption.
- Fully utilise the Service Desk Tool for call logging and communicating updates and closures to ISD operators and RVC users.
- To contribute to user advice documentation appropriate for a wide range of end users and update departmental records and inventories according to changes in equipment details.

Competency: Service Delivery

Key tasks:

- To provide across the counter advice to students and staff on the Library and IT services and resources available in the Learning Resource Centre (LRC).
- To assist in ensuring that AV and IT equipment booked for teaching sessions and meetings are available when required, set up correctly and fully functional. To provide immediate advice to staff delivering lectures, meetings and events should a problem occur with AV/IT equipment.
- To efficiently handle payment of fines via credit or debit card

- To provide support and assistance to users requiring 'in person' 1st line IT assistance and escalate to core hours team by logging calls via the Service Desk tool.

Competency: Initiative and problem solving**Key tasks:**

- To fault-find and resolve or escalate 1st line problems as necessary in order to maintain excellent service levels
- To be responsible for opening and closing the library and some lone working.
- To refer unresolved queries and complaints to the Learning Resources Manager or IT Resources Manager as appropriate

Competency: Teamwork and Motivation**Key Tasks:**

- To work independently in providing ISD services to end users.
- To liaise with the IT Helpdesk and Library teams to support wider IT and Library services and systems
- To become familiar with other ISD sections and service offerings such as IT Infrastructure team, Application team and Research Support Librarian in order to offer accurate advice and escalations to specialist teams.

Flexibility: To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.