Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

JOB DESCRIPTION

Vacancy Reference:	50708
Job Title:	IT Service Desk Assistant
Institute / Department:	Institute of Inner-City Learning: Birmingham campus
Grade / Salary:	£9.90 per hour
Hours / FTE:	Hourly Paid
Contract type:	Fixed Term for 6 months in the first instance
Location:	Birmingham campus base, but should be able and prepared to work at home, and at other locations as necessary
Reporting to:	Senior Service Desk Engineer, Birmingham campus

MAIN PURPOSE OF JOB

The focus of the post is to provide 1st line support to students and staff by working closely with the IT&S team. Assist with daily/weekly room checks, regular MFD checks, support IT & Moodle related queries and reporting any unresolved issues to the IT&S team.

MAIN DUTIES

Duties will include:

- Working with IT Staff and following guidance provided to complete required tasks;
- Setting up of PCs and ensuring that PC's turn on and have network access;
- Noting faults relating to equipment and reporting them accordingly;
- Refill MFD's daily and tonners as and when required
- Assist with Daily/Weekly room Checks
- Assist with Moodle Queries
- Shadowing IT team members whenever required

GENERAL DUTIES

- Fulfill all relevant Health and Safety responsibilities
- Adhere to all relevant University policies and procedures
- Adapt to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development
- Support and promote the University's sustainability commitment and carry out duties in an ethical and responsible manner
- Operate within the University's agreed Welsh Language Standards

NB This Job Description currently applies but duties may be allocated from time to time, which are appropriate to the grade and post and which are not of a substantial ongoing nature to affect the grading of the post.

August 2022

PERSON SPECIFICATION

The Person Specification focuses on the qualifications, experience, knowledge, skills and competencies required to undertake the role effectively. **You will need to evidence how you meet these requirements in your application, providing explicit examples.**

	Essential	Desirable
Qualifications	1) Good level of general education	
Experience, Knowledge, Skills and Competencies	2) Good interpersonal and communication skills 3) Ability to demonstrate effective organisational skills 4) Ability to apply attention to detail 5) Good IT skills with familiarisation with the use of PCs and peripheral devices 6) Demonstrates self-motivation and ability to work unsupervised 7) Ability to work as part of a team and in partnership with others	8) Previous experience in a customer service role