

Post title:	Support Assistant
Starting Wage:	£11.18 per hour
Department:	Information Services
Location:	Templeman Library, Canterbury Campus
Responsible to:	Senior Support Analyst (Team Lead)

## Job Purpose

Support Assistants are based at the Nexus desk in the Templeman Library, providing direct service to customers who need assistance using the IT and library facilities at the University of Kent. They also provide assistance to customers who are trying to connect their own equipment to our network, and those trying to access external library resources that the University is subscribed to.

## Key Accountabilities / Primary Responsibilities

- Assist with the use of core IT and Library services provided by IS available to students.
- Provide support for use of privately owned devices across the University of Kent.
- Support connecting privately owned devices to University services, including wireless, VPN, printers and email.
- Monitor and support print services.
- Provide basic support for Student PCs and use of core software offered.
- Provide basic support for scanners, photocopiers and assistive technology.
- Provide support for users using services from a Study Bedroom.
- Offer directional advice to other support locations and referrals to other teams across the University.
- Provide support for the use of library facilities and answer library enquiries.
- Provide support for circulation functions within the Templeman Library and partner institutions.
- Assist with locating physical resources within the Templeman Library.

- Provide basic support for accessing electronic resources provided through Information Services.
- Provide support for visitors accessing resources.
- Contribute to the monitoring of a laptop loan service and assist with the circulation and use of laptops.

### Other Opportunities

Support Assistants may be offered the opportunity to staff other- locations in collaboration with other Information Services staff and apply for other roles within the User Experience section. Such work would be in addition to their role with us and may be limited in availability, with full training provided as required.

### Person Specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications are assessed against each of the criteria either at application or interview stage. Applications will be deemed unsuccessful if an essential criterion is not met. This may also help you self-select if you are suitable for the role.

#### Qualifications / Training

	Essential	Desirable
Five GCSEs Grades A*-C (or equivalent)	<input type="checkbox"/> <input type="checkbox"/>	
Technical training in relevant products and technologies		<input type="checkbox"/> <input type="checkbox"/>

#### Experience / Knowledge

	Essential	Desirable
Familiarity with basic library functions such as catalogue searches	<input type="checkbox"/> <input type="checkbox"/>	
Familiarity with use of Windows computers	<input type="checkbox"/> <input type="checkbox"/>	
Competent with Microsoft Office and routine computer tasks	<input type="checkbox"/> <input type="checkbox"/>	
Experience with working in a customer facing environment	<input type="checkbox"/> <input type="checkbox"/>	
Familiarity with the Information Services websites relating to IT and Library services		<input type="checkbox"/> <input type="checkbox"/>
Familiarity with the student IT and library facilities provided by the Templeman Library		<input type="checkbox"/> <input type="checkbox"/>
Familiarity with use of macOS computers		<input type="checkbox"/> <input type="checkbox"/>
Experience with computer configuration (including network configuration)		<input type="checkbox"/> <input type="checkbox"/>
Experience with virus and malware removal		<input type="checkbox"/> <input type="checkbox"/>

Familiarity with the Study Bedroom Services		<input type="checkbox"/> <input type="checkbox"/>
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Information Services

Experience accessing online journals and other library resources		<input type="checkbox"/> <input type="checkbox"/>
Experience with KentVision and Moodle		<input type="checkbox"/> <input type="checkbox"/>
Experience dealing with difficult people		<input type="checkbox"/> <input type="checkbox"/>

#### Skills / Abilities

	Essential	Desirable
Excellent verbal and written communication skills, both in person and by phone and email	<input type="checkbox"/> <input type="checkbox"/>	
Able to approach others to offer assistance and enforce regulations	<input type="checkbox"/> <input type="checkbox"/>	
Able to accurately define and record problems	<input type="checkbox"/> <input type="checkbox"/>	
Able to accurately analyse and solve problems	<input type="checkbox"/> <input type="checkbox"/>	
Able to follow written and verbal instructions and procedures	<input type="checkbox"/> <input type="checkbox"/>	
Punctual and reliable	<input type="checkbox"/> <input type="checkbox"/>	
Able to respond quickly to email		<input type="checkbox"/> <input type="checkbox"/>
Able to work during University vacations		<input type="checkbox"/> <input type="checkbox"/>

#### Additional Attributes

	Essential	Desirable
Finds helping others rewarding and enjoyable	<input type="checkbox"/> <input type="checkbox"/>	
Confident and friendly	<input type="checkbox"/> <input type="checkbox"/>	
Committed to the principles of equality, diversity and inclusivity	<input type="checkbox"/> <input type="checkbox"/>	

We expect all Support Assistants to be available to work during Welcome Week.

#### Application Process

Please apply via the IT & Library blogs site advert. We will be completing the first round of shortlisting and interviews will take place in June. We may complete further rounds of recruitment later in the year where necessary. Please note we do not accept CVs for this post.

Closing date:	N/A
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Interviews are expected to be held on:	N/A
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