

Post title:	Support Assistant
Starting Wage:	£12.06 per hour
Department:	Information Services
Location:	Templeman Library, Canterbury Campus
Responsible to:	Support Supervisor

Job Purpose

Support Assistants are based at the IT & Library Support 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)	✓	
Technical training in relevant products and technologies		✓

Experience / Knowledge

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

Experience accessing online journals and other library resources		✓
Experience with KentVision and Moodle		✓
Experience dealing with difficult people		✓

▪ **Skills / Abilities**

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

▪ **Additional Attributes**

	Essential	Desirable
Finds helping others rewarding and enjoyable	✓	
Confident and friendly	✓	
Committed to the principles of equality, diversity and inclusivity	✓	

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

Application Process

Please apply via the Jobshop advert. We will be completing the first round of shortlisting and interviews will take place in January. 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
Interviews are expected to be held on:	N/A