



**St Mary's
University
Twickenham
London**

JOB DESCRIPTION

Job Title:	Service Desk Operator
Department:	Technology Services
Reports to:	Service Team Lead
Responsible to:	User Services Manager
Hours:	36
Grade:	Band D
Term:	Permanent

Job Purpose

To work as part of the Technology Service Desk Team in the delivery of key customer services to students and staff on University campuses.

The main purpose of the role is to provide first line technology support to staff and students. This includes telephone, email and face to face support.

Full training and support will be given to the role holder to develop a wide range of technical and learning support skills.

Hours of work

36 hours per week between 8am and 9pm Monday to Friday. Some weekend working may be required.

Main Duties

- To be first point of contact for hardware and software problems for students and staff.
- To resolve queries from staff and students regarding operating systems, applications and personal devices by telephone, email, in person and using remote support.
- Escalation of calls using the University call logging system
- To participate in the proactive checking of learning and teaching environments.
- Answer basic enquiries about the University's services for students.
- To provide support to other teams (infrastructure, client and AV) when required.
- Maintain Asset Management and Inventory details and update documentation and service logs

- To maintain an awareness of relevant developments in technology.
- Participate in general administrative duties as required.
- Participating in training and team meetings as required.
- Undertake other duties of a reasonable nature as determined by the role holder's line manager from time to time

Person Specification

Essential

- Experience of working in a customer service orientated environment; ability to work well with students and staff.
- Knowledge of desktop and mobile operating systems.
- Ability to work as part of a team.
- Strong written and oral skills.
- Attention to detail, accuracy and reliability.
- Able to find solutions to general problems.
- Ability to work flexibly including a flexible approach to work.

Desirable

- Previous experience of IT support, audio-visual support or learning support.
- Basic manual handling skills.

Please note:

- This post requires a degree of physical effort therefore there is a requirement to be relatively fit in order to participate in the moving of equipment. Training will be given on health and safety issues.

St Mary's University reserves the right to change and amend this job description/ person specification in accordance with the changing requirements of the organisation.

St Mary's University appoints all new staff on the starting salary. This practice is not negotiable in any circumstances.