

The University of Manchester

Job Description

Job Title:	Student Digital Support Assistant
Reports To:	Student Digital Support Coordinator
Organisation Unit:	University of Manchester Library: Research and Digital Horizons
Date:	January 2021
HERA:	MAPPS-UML-R&DH-DS-E (291, Grade 4)

Overall Purpose of the Job

The post holder will be responsible for providing a front line digital support service to students, researchers and academics and will be required to support a range of digital Library technologies and services

The post holder will be responsible for providing an efficient, flexible and customer focused front line digital support service at a number of key Library sites and will be required to work at any of those sites as necessary. This will include accepting and recording support requests in person, online or via tailored support mechanisms, providing initial support and, where possible, resolving requests, escalating as necessary and monitoring resolutions within agreed timescales

Whilst the main focus of the role will be on the provision of a responsive customer support service and associated Library digital technologies, the post-holder will be expected to contribute to wider departmental and Library initiatives, to develop their knowledge in IT service management functions and their knowledge of a range of audio-visual technologies and other advanced assistive digital technologies

Key Responsibilities

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To work as part of the Research & Digital Horizons directorate, actively participating in departmental activities and ensuring the efficient delivery of associated services
- To ensure the delivery of an efficient and responsive first line customer focused digital support service for a wide range of students, researchers and academics from across the University, maintaining customer support mechanisms and providing excellent customer service at all times
- To be responsive to the digital support needs of students, researchers and academics and endeavour to provide information, advice and guidance in a timely and professional manner, developing and maintaining good working relationships between colleagues and customers
- To take responsibility for the support and delivery of several customer focused digital services at a number of key library locations

- To provide support for hardware and software including PCs, laptops and mobile devices, audio visual services, assistive digital technologies, printer / scanner devices and other network connected services currently within the Library's areas of support
- To work in close partnership with Library Customer Services teams and other Library directorates to share knowledge in support of a frictionless digital support service, avoiding single points of failure and contributing to service improvements where possible
- To work in close liaison with IT Services undertaking problem investigation and diagnosis, identifying workarounds, recording known errors, associated resolutions, generating requests for change as appropriate, contributing to general service improvements and the delivery of technical information through a shared knowledge base
- To support and contribute to key service management processes such as:
 - receiving support requests and general enquiries in person, online or via IT service management tools
 - recording and prioritising support incidents and service requests, providing initial support where applicable
 - escalating and classifying ownership of support incidents and service requests: communicating with and on behalf of the customer, providing appropriate monitoring and review, ensuring resolution within agreed timescales
- To provide advice, guidance and support on a range of devices owned by students as part of a BYOD support service
- To maintain a good awareness of emerging or alternative technologies, as directed by the Digital Support Services Manager and/or the Digital Support Coordinator, in the potential development and implementation of any new digital services or technologies that the Library and Digital Support Services team may be required to provide and support
- To provide support to the development and potential provision of services designed to support the digital skills needs of student and research communities via a range of delivery formats
- To engage in relevant project work and contribute to task teams, as directed by the manager and/or senior colleagues
- To ensure the accurate recording of statistics and data, assisting with the provision of reports and management information as required
- To maintain accurate inventory information on the Library's digital technology estate
- To contribute to regular reviews of internal processes, identifying areas of concern with management and colleagues to improve service effectiveness and efficiency
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Essential Knowledge, Skills and Experience

- Have previous work experience of providing 1st tier digital support
- Experience of providing excellent customer service with strong interpersonal and communication skills (both written and verbal)
- Excellent team working skills and a flexible approach to carrying out duties

- Ability to take responsibility for own workload with excellent personal time management skills
- Excellent problem solving and analytical skills
- Ability to work under pressure and to prioritise departmental needs
- Experience of contributing to service improvements and developments
- Experience of working within project or task teams
- A professional commitment and willingness to work towards agreed service standards
- Experience in the use of IT service management tools, demonstrating skills in incident recording, tracking, escalation and reporting procedures
- Experience of the installation, configuration, maintenance and deployment of PCs and laptops within a Microsoft Windows workstation environment
- Experience of supporting and troubleshooting a broad range of digital technologies and software applications in a 1st tier digital support environment
- Experience in application specification, configuration and deployment
- Experience of the support of a Microsoft networked environment including a good understanding of network architectures including the support of VPN services
- Knowledge of PC architectures, maintenance and deployment including workstation cloning technologies
- Experience of the installation, configuration, maintenance and support of a range of peripherals such as multi-functional printer-scanner devices, assistive technology and audio-visual equipment
- Experience of implementing and supporting new technologies in the context of supporting digital skills, teaching and learning activities and/or to improve services
- A commitment to undertake personal and professional development relevant to the role

Desirable Knowledge, Skills and Experience

- Experience of and empathy with the requirements of the Higher Education environment
- A recognised service management qualification such as the ITIL Foundation Certificate
- Experience of supporting Android and Apple operating systems
- Experience of Audio Visual and assistive technology support
- Experience of providing tablet and mobile device support