

### Job Description

<b>Job Title:</b>	<b>IT Support Assistant</b>
<b>Job Ref:</b>	<b>LIB912</b>
<b>Campus:</b>	<b>Hendon</b>
<b>Grade:</b>	<b>Grade 5</b>
<b>Starting Salary:</b>	<b>£32,368 per annum inclusive of Outer London Weighting, rising to £35,941 incrementally each year</b>
<b>Hours:</b>	<b>35.5 hours per week, actual daily hours by arrangement. Some evening and/or weekend working may be required.</b>
<b>Period:</b>	<b>Up to 5 months - Fixed Term Contract. <i>If you are applying internally for a temporary secondment you must discuss this with your line manager before applying.</i></b>
<b>Reporting To:</b>	<b>Student IT Operations Manager</b>
<b>Reporting to Job Holder:</b>	<b>N/A</b>

#### **Overall Purpose:**

Library and Student Support (LSS) brings together all aspects of generic student support into a single service, complementing the discipline-specific academic support provided in Schools, the programme support provided by the Academic Registry, and support for student and graduate employment delivered by the Employability Service.

The post-holder will be required to acquire knowledge of the IT environment, work flexibly and co-operatively with other members of the team

Provide cover and assistance when necessary, and participate as requested in such areas as communication and general office organisation.

#### **Main Responsibilities:**

- To provide technical support to students on a variety of hardware and software issues.
- The post holder will also provide support for student and Middlesex University desktop machines (PCs and Mac), laptops, mobile devices and specialist software and equipment used in the provision of teaching and learning.
- To assist in on-going projects within the School, particularly in the areas relating to Operating System and software rollouts.
- To assist the Library and Student Support (LSS) IT team with projects, upgrades, support Digital Literacy Training and documentation.

- May be required by their line manager to undertake with particular reference to major events such as, enrolment and induction, examination invigilation and graduation ceremonies, when all administrative staff are expected to participate
- The post-holder will be expected to carry out the tasks at the level commensurate with the grade as required by the LSS IT team.
- The post holder will also assist with our electronic loan system and call logging, as well as maintenance of the computer labs and the technical equipment.
- The postholder will carry out any other duties as are within the scope, spirit and purpose of the job as requested
- The postholder will actively follow Middlesex University policies including Equality & Diversity policies.
- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the postholder

## **PERSON SPECIFICATION**

### **Post Title: IT Support Assistant**

**Your supporting statement on your application form will be assessed to see how you meet each of the following criteria**

#### **Essential Requirements**

- Educated to degree level or equivalent or relevant work experience.
- Experience of supporting IT users in a PC and Mac networked environment
- Experience and knowledge of hardware and software installation, problem diagnosis and resolution
- Experience of supporting a range of software packages
- Experience of supporting a range of devices including mobile and media devices
- Ability to explain / discuss complex technical issues with non-technical colleagues.
- Excellent organisational skills and the ability to prioritise work under pressure.
- Ability to communicate with people at all levels.
- Ability to rapidly gain new technical IT skills quickly in a rapidly changing environment.
- A positive approach to team working
- A flexible approach to working in a complex environment
- Demonstrate a customer-focused approach to service delivery
- Demonstrable commitment to fairness and the principles of equality and inclusion

#### **Desirable Requirements**

- Experience of troubleshooting and problem resolution in Active Directory

## **MU Services Limited**

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

## **Fixed Term Contract**

This temporary appointment is for the following allowable reason:

- The demand for this work is uncertain at the moment and it is unclear whether this post/ work will be required long term

This therefore, appointment has a defined end date of six months from the start date of appointment or when the substantive job-holder returns to the job, whichever is soonest.

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

**Leave:** 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

**Flexibility:** Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

## **Parking at Hendon Campus**

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. Further details are available on the Travel and transport page on the staff intranet.

*Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

## **Information for Disabled Staff**

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the

security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

### **Public Transport**

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL ([www.tfl.gov.uk](http://www.tfl.gov.uk)) and have a look at our directions and location to help plan your travel:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

**We value diversity and strive to create a fairer, more equitable work environment for our staff and students.**

**We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.**

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

### **What Happens Next ?**

**If you wish to apply for this post please return to the portal and click on Apply Online.**

If you wish to discuss the job in further detail please contact Sunny Patel, Student IT Operations Manager, on 020 8411 2157 or by email on: [s.patel@mdx.ac.uk](mailto:s.patel@mdx.ac.uk)