


Information Assistant	
Role Description	

Grade & Salary:	Grade 3, £21,414 - £25,482
Campus Location:	Sighthill/Craiglockhart/Merchiston
Line Manager:	Senior Information Assistant
Role Summary:	<p>The University is continuing to make a significant investment in its IT and digital services provision to ensure the delivery of a consistent, high quality IT and services across the University. Information Services provide innovative and reliable IT and Library services which are continually being adapted to meet the changing needs of the staff and students in a rapidly changing technology environment.</p> <p>The University's Information & Operations team will provide innovative, reliable services which are continually adapted to meet the changing needs of staff and students, supporting them to become world class professionals. Information & Operations will assist students, staff and guests in their use of the University's broad range of technologies and library services, helping them work smarter, faster and easier.</p>

Main Duties and Responsibilities

➤	Participate in the provision of front line service at IS service points and maintaining a suitable environment for study and research.
➤	Participate in the provision of front line service dealing with enquires with applications and technical support, troubleshooting problems and referring problems as appropriate. This may be face-to-face, by phone or electronically.
➤	To take responsibility for specific operational tasks under the supervision of the Manager or their nominee and to contribute to the work of the Information & Operational team in general
➤	To actively promote and develop user capability to use self-service options. To demonstrate use of Library and IT resources and provide basic introductions to eResources and stock collections for new staff, students and visitors, referring on for further subject support as appropriate.
➤	To assist in the day to day work in supplying library materials and equipment.
➤	Be responsible for customer incidents and service requests, ensuring that they are logged, progress tracked and concluded satisfactorily using the University designated Service Management System.
➤	Assist in Library tours for Library visitors and student orientations as required. As well as participating in Open days and promotional events.
➤	Work to ensure the efficient and effective running of the operations by using the University designated Library Management System and associated systems.
➤	To be proactive and engage with and support a range of service improvement projects.
➤	Follow the SLA's and ITIL processes ensuring incidents and queries are dealt with in an effective and timely manner.
➤	Carry out procedures associated with the circulation of stock.

➤	To shelve, tidy and display stock and generally maintain the good order of the Library.
➤	Assist in processes relating to the acquisition and maintenance of stock.
➤	Provide assistance, guidance and training in the use of information resources
➤	Operate procedures for aspects of the document delivery service, off-air recording and other services which will be carried out on behalf of the library generally.
➤	Participate in banking procedures associated with tills and cash handling.
➤	Contribute towards the generation and maintenance of knowledge management documentation and procedures.
➤	To identify opportunities to continually improve the work and performance of Information Services.
➤	Contribute to the documenting of working practices and processes, ensuring that they are robust, and wherever possible standardised & repeatable to support the Information & Operations team in their day to day activities.
➤	To keep abreast of new technology and to develop such skills as are required to remain effective in this role.
➤	Undertake such training, re-training and up-dating as required.
➤	Support the aims, philosophies and key objectives of Information Services, and to fully uphold the University code of conduct in terms of values and behaviour.
➤	Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
➤	Undertake other such duties, at any location, as requested by the Information & Operations Manager or their nominee.

Person Specification

Attributes	Essential Selection Criteria	Desirable Selection Criteria
Education/Qualifications	A degree and/or demonstrable equivalent experience.	
	ITIL Foundation	Alma Certified
Experience	Proven ability to work with customers to identify their needs and recommend solutions	
	Proven ability to proactively offer support and promote services to customers	
	Experience of handling customers enquiries face to face, telephone and electronically.	
	Experience of using IT Systems and software applications in delivery an enquiry service	
	Experience of using a library and service management system	
	A detailed knowledge of the traditional and emerging technology themes which underpin the provision of services	
Skills/Personal Requirements	Good verbal and written communication skills, including the ability to communicate effectively with colleagues, students and external agencies	
	Evidence of a positive, flexible approach to delivering a consistently excellent service	
	Practical IT skills, including a good working knowledge of common Library and IT applications, internet and digital information services	
	Ability to work calmly and systematically in a busy environment, to prioritise work and to meet agreed deadlines	
	Problem-solving and analytical skills with the ability to approach and resolve problems in a thoughtful and practical manner.	