

Post Title:	Print Assistant
Grade:	1

Job Description

2.1. Purpose

To provide day-to-day replenishment for the Printing Consumables used for the managed printer service within the University. To deal with elementary enquiries from staff and students in relation to managed print services, referring for support if necessary.

2.2. Main Duties and Responsibilities

1. To carry out routine checks of the consumable stock levels for managed printers located in various locations around the University campus.
2. Replenish printing consumables when required to ensure a continual printing service being available to students and staff in order to ensure continuity of service.
3. Ensure consumable stock levels are maintained by informing the relevant manager when replenishment is required.
4. Inform Line management of any printing faults that require rectification by the external Printing Service contractors.
5. Where possible rectify any printer paper jams and restore the printing service.
6. Ensure that a high level of customer care is exhibited at all times when dealing and communicating with customers in order that IT Services 'customer care' standards can be met.
7. When required assist with the movement of IT/ Printing equipment and stock around Campus.
8. Ensure escalation of potential major incidents to the Major Incident Management team (MIM).

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Service Desk & Client Support Team Leader.

2.4. Supervision Given

None.

2.5. Contacts

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools/ Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> • Educated to GCSE or equivalent level. 	
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • Aptitude for practical work. • Experience of Customer Service. 	
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Able to work and communicate well with staff, students and visitors. • Ability to work unsupervised under own initiative and as part of a team. • Ability to work under pressure. • Good customer care skills. 	
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • Manual handling/ moving of equipment. • Able to work constructively within a team. • Understanding of relevant health and safety issues. 	
<i>Other Requirements</i>	<ul style="list-style-type: none"> • Work flexibly within and across the campus as necessary. 	