Part-time Library IT Student Helper Academic year 2025-2026

**Vacancy: Part-time Library IT Student Helper – Academic Year 2025/26**

The University invites those who are registered postgraduate students University of Galway for this academic year (2025-2026), to apply for two fixed-term, part-time vacancies as IT Student Helpers within the Library.

These posts are intended to provide paid work experience opportunities for postgraduate students; therefore, to maximise participation by as many post-graduate students as possible in this scheme, a successful applicant may hold this position for one contract term only (i.e. one academic year) for the duration of their post- graduate studies at the University.

Contracts will not be renewed for a second contract term.

Applicants must be available to work the assigned hours for the full duration of the contract. The service hours for this position are as follows:

Monday – Saturday 1000-1400 Monday – Thursday 1600-2000

The successful candidates will be required to work five shifts over 5 days.

For further information, along with conditions of appointment and application form, please see the attached job description. This notice is being sent to all postgraduates for whom the University has a University of Galway email address.

**Job Description**

**Part-time Temporary Library IT Student Helpers – University of Galway Library Academic year 2025-2026**

# Background to these positions

The Library and IT Service Desk is an integrated service between the Library and Information Solutions and Services (ISS) Department. The service desk is located on the ground floor of the Library and the desk provides first level advice and support on Library and IT Services to students and staff. Staff at the desk assist with queries on a range of topics such as:

* User ID / Passwords – Campus, email and Library Accounts
* Book Loans – Issuing and Renewals
* Printing / Copying / Scanning
* Support for University of Galway Email (Student & Staff)
* WiFi Access (eduroam), Canvas queries
* Training on how to use the Library
* Software
* Finding and using print and online information resources
* Information on Library and IT Services

The Library requires postgraduate students to work at the desk and provide IT support to students and staff. The positions offer postgraduate students the opportunity to gain paid work experience in an IT environment. The maximum duration of employment will be 51 weeks.

The successful candidates will join the Library and IT Service Desk team to provide support in the following areas:

* Connectivity to University of Galway WiFi
* Campus Account issues
* University of Galway Software Applications
* Printing / Scanning / Photocopying
* Office 365
* 3D Printing
* Canvas

# Conditions of Appointment and Duties

Successful candidates will be appointed on a part-time, temporary basis. The attached terms and conditions of employment will apply.

# Contract duration

Contracts will commence as follows:

* Monday 1st September 2025 - Friday 8th May 2026

# Hours of work

Contracts are for 20 hours per week, with five 4-hour shifts covering a 5-day week, Monday to Saturday. The contracted hours are:

* + Monday – Saturday 1000-1400
  + Monday – Thursday 1600-2000

IT Student Helpers can negotiate a schedule of shifts (pattern of attendance) which is semester long that does not compromise their academic commitments.

IT Student Helpers may be required to be available at various intervals during the year, e.g. Examinations, Conferences, and Christmas etc. The Library will give a week's notice for a temporary change of roster for a scheduled event (exams, conference, etc.).

# Duties:

* Help troubleshoot Wi-Fi connection problems on laptops and mobile devices
* Troubleshoot issues with University of Galway software applications on laptops and mobile devices
* Offer advice and support to students on IT related issues
* Support students and staff with printing and with 3D printing
* Log and escalation of unresolved issues in the Service Desk ticketing system
* Report and escalate any known issues to the Library and IT Service Desk Manager
* Provide online or in person training on Word, PowerPoint, and Excel to users
* Provide advice and assistance to student and staff users of IT systems and services and to recognise and alert designated personnel to potential irregular activities representing potential issues
* Act as a customer facing representative for Library in the intake, handling, recording and tracking of support calls to the Library and IT Service Desk via ticket and phone, escalating issues as necessary
* Create and maintain support documentation and/or webpages on systems and services
* Deliver training on Office products to students either in person or online
* Carrying out other duties appropriate to the post as may be assigned by the designated line manager or Library senior manager

# Qualifications/Experience/Requirements:

* Candidates **must be registered post-graduate students** of University of Galway for the 2025/26 academic term
* Good working knowledge of standard PC applications and operating systems
* Experience working in a customer service environment
* A formal 3rd level qualification in an IT related area would be desirable
* IT helpdesk/call centre experience would be advantageous
* Candidates must be capable of working in an organised but independent manner
* Good familiarity with University of Galway computing facilities and services
* Enthusiasm for helping people and improving levels of understanding of IT