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Part-time Library & IT

Student Helper

Academic Year 2024-2025

**Vacancy: Part-time Library IT Student Helper – Academic Year 2024/25**

The University invites those who are registered postgraduate students at University of Galway for this academic year (2024-2025), to apply for a fixed-term part-time temporary position as an IT Student Helper with the Library. There are two positions available.

Applicants must be available to work the assigned hours for the full duration of the contract. The successful candidates will be required to work five four-hour shifts over five days. Shift patterns could include shifts between 10:00 and 14:00 Monday to Saturday and 16:00 and 20:00 Monday to Thursday.

Please complete the [online application form](https://forms.office.com/r/tz4pLnbcYs) and attach a Cover Letter, CV, recent references and copy of your timetable **as ONE combined PDF or Word document (not a ZIP file) by 22:00 on Monday, 5th August 2023.**

You must apply using your University of Galway email account. Late applications will not be considered.

**In person interviews will be held during the week of** **12th August you must be able to start work Monday, 2nd September.**

Students from non-EU countries, please note that you will need to have your right to work authorised by the immigration office before starting to work at the Library; you will also need to receive a PPS number from the Revenue before first payment can be issued. More information can be found via the following link, [https://www.citizensinformation.ie/en/social-welfare/irish-social-welfare-system/personal-public-service-number/#l34075](https://www.citizensinformation.ie/en/social-welfare/irish-social-welfare-system/personal-public-service-number/%23l34075)

**Job Description**

**Part-time Temporary Library IT Student Helpers – Library, University of Galway**

**Academic year 2024-2025**

## 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 James Hardiman 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 support
* 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 successful candidates will join the Library and IT Service Desk team to provide support in the following areas:

* Connectivity to Eduroam
* Campus Account issues
* University of Galway Software Applications
* Printing / Scanning / Photocopying
* Office 365
* University VLE system - Canvas

## Conditions of Appointment and Duties:

Successful candidates will be appointed on a part-time, temporary basis.

## Salary:

The salary attaching to this post shall be at point one of the Grade 1 salary scale, your rate of pay will be [salary from HR/Wesley] per annum, pro-rata to hours worked. You will be paid by credit transfer monthly in arrears.

## Contract duration:

Contracts will commence Monday 2nd September 2024 until Friday, 9th May 2025

## Hours of work

Contracts are for 20 hours per week, with five four-hour shifts covering a five-day week between Monday to Saturday. These shift patterns could include shifts between 10:00 and 14:00 Monday to Saturday and 16:00 and 20:00 Monday to Thursday.

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

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:

* Provide a cordial and efficient support service to users.
* Help troubleshoot WiFi connection problems on laptops and mobile devices, including uninstalling, reinstalling, and configuring the Eduroam WiFi package.
* Troubleshoot issues with University of Galway software applications on laptops and mobile devices.
* Provide support to users on printing issues.
* Offer advice and support to students on IT related issues.
* 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.
* 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
* Create and maintain support documentation and/or webpages on systems and services Carrying out other duties appropriate to the post as may be assigned by the designated line manager or Library senior manager.

## Qualifications/Experience/Requirements:

### Required:

* Candidates must be registered post-graduate students of University of Galway for the 2023/24 academic term
* Have a good working knowledge of standard PC applications and operating systems
* Experience working in a customer service environment

### Desired:

* 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
* Ability to work well independently and as a member of the team
* Ability to quickly learn and apply new technical concepts