



Job Description

- ☐ This form summarises the purpose of the job and lists its key tasks
- ☐ It may be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Laptop Surgery IT Advisor **Ref no:** PTC / 09 / 03

Department: IMT

Accountable to: Student Support Manager

Job Summary:

The post holder will work as part of a team to provide first line support at the laptop surgery for students who wish to connect their own computers to the LSE's IT environment, and to carry out virus and spyware disinfection, browser and email configuration, and academic data retrieval from personally-owned student computers.

Service Delivery

1. To provide support at the laptop surgery for students who wish to connect their own computers to the LSE's IT environment.
2. To carry out virus and spyware disinfection, browser and email configuration, and academic data retrieval from personally-owned student computers.
3. To be committed to providing a high-quality, first-line customer-focused IT Support service for students.
4. To maintain customer satisfaction and remain calm under pressure.
5. To refer support problems to the Student Support team, collecting all relevant information when referring queries, as required.

Teamwork

6. To work as part of a team; supporting other team members and actively promoting team values and team working, including accepting and promoting agreed standards; and supporting management in achieving agreed goals.

Communication

7. To communicate effectively at the appropriate level with users of differing experience and requirements.
8. To be friendly and polite to students whilst resolving problems on their computers.

9. To refer support problems which cannot be solved to the Student Support team.
10. To inform Student Support Manager of any problems encountered whilst on duty.
11. To convey operational information about the provision of IT facilities and support for students.

Knowledge and Experience

12. To have a good working knowledge of the LSE IT environment.
13. To be familiar with supporting laptop users.
14. To have working knowledge of Windows 7/8 operating systems and Internet browsers.
15. To have experience of virus disinfection and protection, spyware removal and personal firewalls.
16. To be familiar with Microsoft Networking, Wireless network configuration and WPA encryption.
17. To have experience of configuring IMAP and POP3 email clients and Microsoft Outlook.
18. To have some knowledge of DOS and MAC OS X.

Initiative and Problem Solving

19. To be able to use initiative to solve problems as the need arises.

Flexibility

20. To undertake any other tasks, as may be reasonably requested by the Student Support Manager.