

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.

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| Job title: IT Student Training Advisor | Ref no: PTC / 15 / 01 |
| Department: Information Management and Technology | Accountable to: Training Manager |

Job Summary:

The post holder will work as part of a team to supervise IT training courses for students and staff at the LSE. Classes are conducted as supervised practical workshops, in which Training Advisors provide assistance and answer questions while users work through training materials. Training Advisors must have a good working knowledge of the LSE computing environment as well as an in-depth knowledge of Word, PowerPoint, Excel, and Outlook. Good communication skills are essential.

Teaching and Training

1. To supervise IT training practical sessions for students and staff at the LSE.
2. To help users resolve problems that they encounter while working through the training material.
3. To clearly and concisely explain IT-related concepts to users at different skill levels.
4. To work with users to find solutions to their IT learning objectives.

Teamwork

5. To work alone, or in teams of two when supervising classes.
6. To coordinate cover of classes with other team members when needed.
7. To appropriately refer issues to the rest of the training team, when required.

Communication

8. To listen effectively to the questions users have.
9. To communicate with users' clearly and concisely.
10. To be polite and friendly to users at all times.
11. To actively offer assistance to users during workshops.
12. To use questioning techniques to guide learners to the correct answer.
13. To inform the IT Training Administrator of any changes to availability and of any arrangements made for covering courses.
14. To inform the IT Training Administrator and the Training Manager of any problems encountered with the IT training programme.
15. To participate in bi-annual feedback sessions.

Knowledge and Experience

16. To have advanced skills in Microsoft Word and Excel, and basic skills in PowerPoint and Outlook. (To evaluate your skills levels, see our Skills Assessment below)
17. To be familiar with the LSE's IT environment and have an awareness of further IT resources and support for students, such as the IT Help Desk and the Laptop Surgery.
18. To have experience in teaching, tutoring, coaching and/or customer experience (not necessarily in IT).

Initiative and problem solving

19. Demonstrable ability to learn new skills or find solutions to problems on own.

Flexibility

20. Other relevant duties, as may be reasonably requested by the Training Manager.

Person Specification

This form lists the essential and desirable requirements in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

| | |
|--|---|
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| Criteria | |
|---|---|
| Knowledge and Experience | |
| Advanced skills in Excel 2010, 2011 and/or 2013 | E |
| Advanced skills in Word 2010, 2011 and/or 2013 | E |
| Awareness of LSE's IT environment and support services | E |
| Basic skills in Outlook and/or PowerPoint, 2010, 2011 and/or 2013 | D |
| Experience using the Mac environment | D |
| Communication | |
| Ability to communicate complex information clearly and effectively to non-experts | E |
| Experience in communicating promptly with a manager or supervisor | E |
| Experience using active listening or questioning techniques to assist others | D |
| Teaching and Training | |
| Experience in teaching, tutoring, coaching or user support (not necessarily IT) | E |
| Experience in IT teaching or training | D |
| Teamwork | |
| Experience of working in a small team | E |
| Experience in working collaboratively with team members to solve problems | D |
| Initiative and problem solving | |
| Ability to solve technical/IT problems independently | E |
| Ability to analyse working processes and suggest improvements | D |

E - Essential: Requirements without which the job could not be done.

D - Desirable: Requirements that would enable the candidate to perform the job well.

To apply send your CV and covering letter detailing how you meet the criteria in the person specification to it.training@lse.ac.uk

Closing date for applications: **Tuesday 5th May, noon**

Interviews: **Week commencing 11th May**

Pay: c. £13/hour

Skills Assessment

| | |
|----------------------|--|
| Skills Level: | I can do... |
| Basic | Fewer than half of the tasks listed without confidence |
| Advanced | Half or more of the tasks listed with confidence |

| Excel 2010/2011 or 2013 | Basic | Advanced |
|--|--------------|-----------------|
| Creating cell data <ul style="list-style-type: none"> Construct cell data Apply AutoFill | | |
| Formatting cells and worksheets <ul style="list-style-type: none"> Apply and modify cell formats Merge or split cells Create row and column titles Hide and unhide rows and columns Manipulate page setup options for worksheets Create and apply cell styles | | |
| Managing worksheets and workbooks <ul style="list-style-type: none"> Create and format worksheets Manipulate window views Manipulate workbook views | | |
| Applying formulas and functions <ul style="list-style-type: none"> Create formulas Enforce precedence Apply cell references in formulas Apply conditional logic in a formula Apply named ranges in formulas Apply cell ranges in formulas | | |
| Presenting data visually <ul style="list-style-type: none"> Create charts based on worksheet data Apply and manipulate illustrations | | |
| Analysing and organizing data <ul style="list-style-type: none"> Filter data Sort data Apply conditional formatting | | |

Skills Assessment

| | |
|----------------------|--|
| Skills Level: | I can do... |
| Basic | Fewer than half of the tasks listed without confidence |
| Advanced | Half or more of the tasks listed with confidence |

| Word 2010/2011 or 2013 | Basic | Advanced |
|---|--------------|-----------------|
| Sharing and maintaining documents <ul style="list-style-type: none"> ▪ Apply different views to a document ▪ Apply protection to a document ▪ Manage document versions ▪ Share documents ▪ Apply a template to a document | | |
| Formatting content <ul style="list-style-type: none"> ▪ Apply font and paragraph attributes ▪ Navigate and search through a document ▪ Apply indentation and tab settings to paragraphs ▪ Apply spacing settings to text and paragraphs ▪ Create and manipulate tables in a document ▪ Apply bullets to a document | | |
| Applying page layout and reusable content <ul style="list-style-type: none"> ▪ Apply and manipulate page setup settings ▪ Apply themes ▪ Construct content in a document by using the Quick Parts tool ▪ Create and manipulate page backgrounds ▪ Create and modify headers and footers | | |
| Including illustrations and graphics in a document <ul style="list-style-type: none"> ▪ Insert and format pictures in a document ▪ Insert and format shapes, WordArt, SmartArt and Clip Art ▪ Apply and manipulate text boxes | | |
| Proofreading documents <ul style="list-style-type: none"> ▪ Validate content by using spelling and grammar checking options ▪ Configure AutoCorrect settings ▪ Insert and modify comments in a document | | |
| Applying references and hyperlinks <ul style="list-style-type: none"> ▪ Apply a hyperlink ▪ Create endnotes and footnotes in a document ▪ Create a table of contents in a document | | |
| Performing mail merge operations <ul style="list-style-type: none"> ▪ Setup and execute mail merge | | |

Skills Assessment

| | |
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| Skills Level: | I can do... |
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| Outlook 2010/2011 or 2013 | Basic | Advanced |
|--|-------|----------|
| Manage the Outlook environment <ul style="list-style-type: none"> ▪ Apply and manipulate Outlook program options ▪ Manipulate item tags ▪ Arrange the Content pane ▪ Apply search and filter tools ▪ Print an Outlook item | | |
| Create and format item content <ul style="list-style-type: none"> ▪ Create and manage Quick Steps ▪ Create item content ▪ Format item content ▪ Attach content to email messages | | |
| Manage email messages <ul style="list-style-type: none"> ▪ Create and manage rules ▪ Manage junk mail ▪ Manage automatic message content | | |
| Manage contacts <ul style="list-style-type: none"> ▪ Create and manipulate contacts ▪ Create and manipulate contact groups | | |
| Manage calendar objects <ul style="list-style-type: none"> ▪ Create and manipulate appointments and events ▪ Create and manipulate meeting requests ▪ Manipulate the Calendar pane | | |

Skills Assessment

| | |
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| Skills Level: | I can do... |
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| PowerPoint 2010/2011 or 2013 | Basic | Advanced |
|---|--------------|-----------------|
| Create a slide presentation <ul style="list-style-type: none"> Construct and edit photo albums Apply slide size and orientation settings Add and remove slides Format slides Enter and format text Format text boxes | | |
| Work with graphical and multimedia elements <ul style="list-style-type: none"> Manipulate graphical elements Manipulate images Modify WordArt and shapes Manipulate SmartArt Edit video and audio content | | |
| Create charts and tables <ul style="list-style-type: none"> Construct and modify tables Insert and modify charts Apply chart elements Manipulate chart layouts Manipulate chart elements | | |
| Apply transitions and animations <ul style="list-style-type: none"> Apply built-in and custom animations Apply effect and path options Apply and modify transitions between slides Manipulate animations | | |
| Collaborate on presentations <ul style="list-style-type: none"> Manage comments in presentations Apply proofing tools | | |