

# IMPERIAL

## Technology Assistant

<b>Department/Division/Faculty:</b>	Imperial College Union
<b>Campus/Location:</b>	South Kensington (with work at other campuses)
<b>Rate of Pay (incl. Holiday Pay):</b>	£13.15
<b>Responsible to:</b>	Facilities, Health and Safety Manager
<b>Line management for:</b>	Not applicable
<b>Key working Relationships (Internal):</b>	Digital & Marketing Team, Facilities Health & Safety Team/ Imperial College Union Departmental Staff
<b>Key Working Relationships (External):</b>	Not applicable
<b>Contract type:</b>	Casual Hours Agreement

### Purpose of the Post

1. Provide support to the Union to ensure our technology needs are met.
2. Assist with hardware setup, maintenance, and administration.
3. Support with systems inbox management, responding to user queries promptly.
4. Carry out basic systems administration and compliance tasks related to IT operations.
5. Support purchasing and procurement of technology resources.
6. Uphold the Union's equality and diversity policy and values.

### Key Responsibilities

#### Hardware and Systems Support

1. Set up, maintain, and troubleshoot IT equipment, including computers, printers, and related devices.
2. Conduct basic systems administration, such as managing user accounts, performing password resets, and maintaining access controls.

#### User Support

3. Support management of the systems inbox, responding to queries and escalating issues as required.
4. Provide basic technical assistance to staff and students, resolving common IT issues.

#### Administrative Tasks

5. Carry out basic compliance tasks to ensure IT systems meet organisational and legal standards.

6. Support purchasing processes, including sourcing IT equipment and coordinating with suppliers.

## Values and Commitment

7. Act in alignment with the Union's equality and diversity policies, ensuring an inclusive approach to technology support.

## Person Specification

<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>
Candidates/post holders will be expected to demonstrate the following:	
<b>Education</b>	
Current Imperial student	(E)
<b>Skills &amp; Abilities</b>	
Demonstrable ability to provide IT support and hardware setup	(E)
Knowledge of IT systems and support processes	(E)
Understanding of GDPR and PCI-DSS	(D)
Competent in Microsoft Office applications	(E)
Good practical and administrative skills	(E)
Strong communication skills to manage the IT support inbox and assist users effectively	(E)

## Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

To apply, send your cover letter to Sital Gandesha, at [s.gandesha@imperial.ac.uk](mailto:s.gandesha@imperial.ac.uk)