Job Profile Form

1. Job Details
Job title: Microlab Assistant
School/Support Department: Accommodation Services
Unit: Holland House Microlab, IT & Communications
Line manager: Microlab Supervisor

2. Job Purpose
The Microlab assistants provide support and security for users, equipment and premises at the Holland House Microlab, the Rutherford Library, Music Rooms and the Squash Courts.

3. Main Responsibilities | % of time
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1. Perform regular checks of equipment, premises to ensure that a safe and secure environment is maintained for users. | 5
2. Use ID checks and judgement to ensure that only authorised users are able to access facilities and equipment to ensure the security of the premises and equipment. | 5
3. Provide customer support to users of the Holland House Microlab to ensure that users can access and operate the equipment they require for their studies or work. | 25
4. Ensure that, at all times, published codes of conduct relating to the safe and secure use of equipment and premises are observed by student and commercial customers. Taking appropriate action to ensure that the working environment is not disrupted. | 5
5. Perform basic maintenance tasks relating to printing and photocopying equipment ensuring that these facilities are always available to users. | 5
6. Record Rutherford Library transactions including loans, returns and fines to ensuring that a quick and efficient service is provided to users. | 20
7. Maintain the library to ensure that the stock is kept tidy and presentable. | 10
8. Book out music rooms and squash courts to qualifying student and staff users. | 10
9. Record equipment loans to users, including DVD & VHS players and squash equipment, ensuring that customers are dealt with quickly and efficiently. | 5

4. Planning and Organising
- Perform duties set by the Microlab supervisor.
- React to requests for support by facility users.
- Plan shift to ensure that all required tasks are completed in the allotted time.
- Perform shifts assigned by the Microlab supervisor and ensure that cover is arranged where the Assistant can not perform their shift.
### 5. Problem Solving
- Responding to support queries. Analysing and solving problems or referring to documentation, Microlab Supervisor or another department.
- Support of lab PCs. If a problem with a machine is found the lab assistant will examine the PC and solve the problem themselves or refer it to the lab supervisor.
- Deal with disruptive users by enforcing facility rules personally or calling for aid in doing so, ensuring that an amenable environment is maintained for all users.

### 6. Decision Making
- Make decisions, in accordance with the rules, about who should have access to the various facilities.
- Deciding whether a support request can dealt with on site or if the user should be referred to the Microlab supervisor or another department or documentation.
- Making judgements with aid from training and the staff procedures manual over how to deal with disruptive users. E.g. whether to deal with the situation personally or call for backup from wardens or security.

### 7. Relationships
The Microlab Assistant will generally work unsupervised but will report any problems or requests to the Microlab Supervisor. Communication will also be required with the reception, wardening and security staff on an occasional basis. Communication between Microlab Assistants is frequently required when organising cover or during shift hand-overs.

### 8. Knowledge, Skills and Experience Needed for the Job
- Good knowledge of the University provided software and hardware and the competence to give basic support in these.
- Good communications skills to deal with user enquiries and interaction with other members of staff. The ability to confidently deal with user complaints or misdemeanours.
- Must be familiar with communicating by email.
- Cash handling experience would be an advantage.
- Accurate record keeping skills and attention to detail are essential.
- Promptness and reliability are essential.
- Ability to work unsupervised

### 9. Dimensions and Context
Providing support and security for equipment and goods: 80 PCs, 5 MacIntosh computers, 2 scanners, 3 mono laser printers, 1 photocopier, print credit kiosk, 2 admin PCs, 2 DVD players, 2 VHS players. Squash equipment. Library stock consisting of approx. 500 CDs, 400 DVDs, 4000 books.  
All facilities are available for use by the students and staff of Pollock Halls of Residence. The Microlab is also available to all students and staff in the University. During commercial periods conference delegates may have access to the Microlab.

### 10. Any Other Relevant Information
Microlab Assistants will sometimes be asked by the Microlab Supervisor to perform tasks outside the usual remit. In the past this has included: assisting with yearly stock-takes of the library which may take several days; helping to set up the Microlab for use during registration which involves the complete removal or re-arrangement of all furniture and computers.