

The University of Manchester

Role Description

Title: Hornet Representative

Reports To: Hornet Management Team

Organisation Unit: IT Services

Date: September 2018

Role Overview

Hornet representatives (Hornet Reps), under the supervision of the Hornet Management Team are responsible for the first line support/resolution of all wired and wireless issues reported in Manchester University Halls of residence. Hornet Reps are expected to provide first line trouble shooting of issues via the Hornet problem management system and visiting users to inspect their devices.

Hornet representatives are also expected to play a small role in the trouble shooting of issues within non-library, public computer clusters managed by the Area Support White team. This will entail undertaking periodic checks of clusters and also investigating issues where required.

Key Responsibilities

- Troubleshoot wired and wireless connectivity issues within halls of residence
- Provide courteous and prompt customer service in response to resident requests
- Schedule availability and appointments with residents
- Respond to reported problems within 48 hours
- Reach resolution on problems within 7 days
- Help maintain the computer networks in the halls of residence, which may include, but is not limited to, trouble-shooting port problems, cabling problems and issues with wireless provision / access points
- Liaise with Hall Staff and attend events as required (to be determined by the Area Support White team)
- Sign up to and regularly check the Hornet Support Team forum
- To provide assistance with the support of computer clusters managed by the Area Support White team.

- Work as part of the 'Start of Year Hornet Information Point' teams
- Work on special projects with staff from IT Services.
- Inform students of Hornet and University computing resources and policies
- Keep abreast of the latest computing technology and resources
- To reasonably undertake as agreed, such other duties as may be required by the Area Support White team.

Essential Knowledge, Skills and Experience

- Effective communication skills and the ability to interact professionally with a diverse group of student residents and staff
- Ability to work effectively within a team
- Friendly and approachable
- Dependable
- Knowledge of current hardware and software packages in one or more operating system (Windows, Linux, Mac OS)
- Knowledge of basic computer network troubleshooting & proficiency with Internet applications, especially web browsers and e-mail clients

Desirable Knowledge, Skills and Experience

- Good organisational and administrative skills
- Working knowledge of computer hardware and software
- Familiarity with various hardware components and software programs
- Knowledge of Internet resources for software and hardware troubleshooting