

## **The University of Manchester**

### Role Description

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**Title:** Hornet Representative

**Reports To:** Hornet Management Team

**Organisation Unit:** IT Services

**Date:** September 2019

### **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.

### **Key Responsibilities**

- Troubleshoot wired and wireless connectivity issues within halls of residence
- Research unknown / unfamiliar issues to find resolutions
- 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 of problems within 7 days
- Sign up to and regularly check the Hornet Support Team forum
- 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
- Familiarity and understanding of at least one operating system
- Knowledge of basic computer network troubleshooting & proficiency with Internet applications

### **Desirable Knowledge, Skills and Experience**

- Good organisational and administrative skills
- Working knowledge of computer hardware and software
- Understanding and experience of multiple operating systems
- Knowledge of Internet resources for software and hardware troubleshooting