

Edinburgh job – Information assistant

Heriot-Watt have a part time job on offer with hours on Fridays and Sundays for 40 weeks of the year. The job is advertised [here](#). This is what the advert says:

Job description

We have a vacancy for a part-time Information Assistant to work in the Edinburgh Campus Library.

The hours of work are:

Friday 1.00pm-7.00pm

Sunday 10.00am – 1.00pm

The post is for 40 weeks a year, during University semesters only (September – December and January – July).

Duties include:

- Provides first line support for customers with information, IT and library enquiries*
- Interacts with and assists students and staff in a professional, calm and knowledgeable manner*
- Makes library stock available to customers by re-shelving returned items and shelf-checking*
- Regularly fills printers with paper and toner and undertakes basic troubleshooting with printer faults*
- Provides occasional telephone/email support to the central Helpdesk team*
- Records issues and incidents within the online system*

Experience of working in a customer service environment /service industry is essential.

Interviews will be held week beginning 23rd February 2015

How to apply

Completed application forms may be returned by e-mail to hr@hw.ac.uk or by post to Heriot-Watt University, Human Resources, Edinburgh EH14 4AS. Tel. +44 (0) 131 451 3022 (24 hours), Minicom +44 (0) 131 451 8212.

Please quote the vacancy reference no. (328/25/15) in any correspondence.

If you have a job to advertise then you may use our Classified Ads section over [here](#).