**The Register of Support Providers at Queen’s University**

**IT Tutor**

**Role Purpose**

To provide one-to-one specialist IT support to disabled students.

**Main Duties**

These may include:

* Setting up computer hardware and installing software.
* Providing tuition in computer use and software packages, including Assistive Technology software.
* Providing technical support in the maintenance and operation of hardware and software.
* Providing confidential support to disabled students, on a one-to-one basis in a neutral, public space.
* Making any necessary reasonable adjustments to ensure support is delivered in an accessible manner.
* To adhere to the Support Provider Guidelines as issued by the Register of Support Providers at Queen’s.
* To complete and return all relevant paperwork/timesheets for each support relationship in a timely and accurate manner.

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**IT Tutor**

**Person Specification**

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| **Educational and Professional Qualifications** | Essential | Degree in a computer-related discipline or equivalent qualification. |
| Desirable | Postgraduate qualification in a computer-related discipline. |
| **Previous Experience / Training** | Essential | Substantial experience as a trainer/tutor in computer skills *and/or* Experience of Help Desk support. |
| Desirable | Experience of working with disabled people. |
| **Job Related Achievements** | Essential | Familiarity with MS Office and Assistive Technology hardware and software.  Ability to provide technical support for computer hardware and software. |
| **Inter-personal Skills** | Essential | Good communication skills.  Awareness of confidentiality.  Good interpersonal skills. |
| **Special Factors** | Desirable | Flexibility over working hours. |