**Student employee case study**

**Name:** Robin Henry  
**Degree course:** Electrical Engineering & Computer Science  
**Job title:** IT Assistant in the Main Library

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**Can you briefly describe your role and responsibilities?**

I worked at the IT Helpdesk in the Main Library. My role was to help with any IT issues that people who have access to the library could have (students, staff or visitors). The service was available Monday to Friday, from 12 pm to 6 pm. There were 2 Student IT Assistants, with 2 people from the IS Help Services department to answer our questions and help us [in case the issue was too complicated].

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**What interested you about this specific role?**

I was really interested in this role because it was an opportunity to widen my IT knowledge, which will help me in my further studies. The job was also really well paid and the shifts (3h) could fit easily into my timetable.

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**How have you benefitted from this experience?**

It was a really good experience in terms of both IT knowledge and human interactions, as well as learning not to be afraid to ask for help if we need to.

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**What advice would you give fellow students looking to get a job at the University?**

I would advise them to pick a role that they know they will enjoy. I think this is very important as they will benefit more if they like what they are doing.