



JOB DESCRIPTION

JOB TITLE:	IT Support Technician
REPORTS TO:	IT Manager
SALARY:	<i>In the region of SSP 12-16 £26,927pa - £30,288pa depending on experience</i>
WORK PATTERN:	Permanent 37hours

PURPOSE OF THE ROLE

To support the IT manager in the installation, upgrade, support and maintenance of the college's IT systems, network and services. To provide outstanding IT and network support for both the teaching & learning, and service & support areas of the college.

KEY RESPONSIBILITIES

- Work as part of a team to deliver outstanding IT Services support for all devices and software on the college network including; PCs, Laptops, Printers, AV equipment (including Projectors & Interactive Boards), Telephones/VoIP, Digital Signage, Tablets, Phones and any device utilised on our network.
- To support the day to day running of the IT systems and provide a friendly, effective, and responsive support service to all users.
- To assist with regular IT checks, logging outcomes, monitoring the IT helpdesk and providing 1st list support in line with ITSM principles.
- Install Windows Operating Systems and software on college devices using image deployment services.
- Maintain users and computers in Active Directory, including resetting passwords, updating user attributes, group management, etc.
- Manage accounts in Cloud systems, such as Exchange Online, Azure Active Directory, SharePoint, OneDrive, Google G Suite.
- Have a working knowledge of Group Policy, DHCP, DNS and basic networking principles.
- Supporting online learning and online working systems e.g. Google Classroom, Microsoft Teams & Microsoft 365.
- To assist with any new IT systems including alterations to existing network wiring to accommodate new systems, ensuring as far as possible that there is no disruption of normal usage.
- To assist in the implementation of IT related projects.
- To help staff and students with the use of the college's IT systems and software.

Person Specification

AF = Application Form

Q = Qualification

I = Interview Process

Qualifications and Education	Desirable /Essential	Assessment Method
Good general education, including at least GCSE (or equivalent) in English and Maths.	E	AF Q
Level 3/4 Qualification in Computer Science or relevant subject area	D	AF Q
IT related certifications, e.g. CompTIA, Microsoft	D	AF Q
Experience	Desirable /Essential	Assessment Method
Experience of using and supporting networked IT systems, in a Windows Server based environment	E	AF I
Experience of supporting learning through technology in an education or training environment	D	AF I
Knowledge of Microsoft Windows Operating systems and a wide range of software applications	E	AF I
Experience using online systems e.g. Google Classroom or Microsoft 365	E	AF I
Experience of printers and supporting a reprographics service	D	AF I
Experience working within and supporting a medium-sized network (2000 users)	D	AF I

Skills and Knowledge	Desirable /Essential	Assessment Method
Highly developed communication and customer service skills	E	AF I
High degree of computer literacy, particularly in Microsoft Windows, Office and Microsoft 365.	E	AF I
Strong work ethic, proactive with good time management skills	E	AF I
The ability to analyse and solve problems, and implement change	E	AF I
Highly tuned procedural and systems development skills	D	AF I
Personal Attributes	Desirable /Essential	Assessment Method
Communication skills – the ability to present ideas and information clearly, concisely and accurately both verbally and in writing	E	AF I
Interpersonal skills – the ability to build and maintain effective professional relationships with internal customers and external contacts	E	AF I
Close attention to detail combined with the ability to work accurately even when under pressure	E	AF I
Punctual and reliable, with a responsive and flexible attitude to changing needs and demands of the department	E	AF I
Self-motivated with a high level of personal initiative	E	AF I
High levels of organisation skills and the ability to manage multiple tasks	E	AF I
Enthusiasm for supporting the college's educational goals through innovative IT solutions.	D	AF I
Commitment to continuous professional development	D	AF I