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| **JOB DESCRIPTION** | | | | | | |
| **Job Title:** | | IT Technician | | | **Grade:** | Level 2 |
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|  | **JOB PURPOSE:** | | | | | |
|  | The IT team is responsible for the provision of an effective and responsive technical support service to IT users across the college, and for the development of a reliable, resilient IT infrastructure to support the needs of the college. | | | | | |
|  |  | To report to and work closely with the wider IT team supporting the development, implementation and continuous improvement of the IT Services across the college. | | | | |
|  |  | To support teaching staff in the development and education of pupils including the provision of specialist skills as appropriate. | | | | |
|  |  | To on occasion as required, work outside of standard office hours which may include evening and weekend work. | | | | |
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|  | **DUTIES AND RESPONSIBILITIES:** | | | | | |
|  | **Support for the Wider IT Team** | | | | | |
|  |  | To assist in the delivery of IT services across the college. | | | | |
|  |  | Monitoring, troubleshooting and maintaining the hardware and software on devices | | | | |
|  |  | Installing, configuring and deploying the hardware and software on new devices | | | | |
|  |  | Working with core server components such as Active Directory, Group Policy, Deployment Services and Anti-Virus software. | | | | |
|  |  | Maintaining the hardware, software, network and AV devices of the college. | | | | |
|  |  | Building and supporting new and current equipment including the appropriate access. | | | | |
|  |  | Reimaging computers as required. | | | | |
|  |  | Maintain a positive and tidy working environment. | | | | |
|  |  | To stay in touch with technology developments and feed news to the team. | | | | |
|  |  | Having a working knowledge of and maintaining peripheral devices. | | | | |
|  |  | To work pro-actively and effectively manage and prioritise own workload. | | | | |
|  |  | To request assistance from team members if required. | | | | |
|  |  | Log all tasks in ticketing system and record relevant solutions for later reference. | | | | |
|  |  | Contribute to the shared Knowledge Base with useful information. | | | | |
|  |  | Observe present licencing and ensure all installation jobs adhere to restrictions. | | | | |
|  |  | Update and create appropriate records about hardware and software assets in IT Asset Management system. | | | | |
|  | **Support for users** | | | | | |
|  |  | To communicate effectively and clearly showing sensitivity to user’s needs. | | | | |
|  |  | Providing support face-to-face, via telephone, remote access software and or email. | | | | |
|  |  | Answer incoming calls from users at the college and responding to and logging requests. | | | | |
|  |  | Assist in preparing and maintaining the learning environment as required. | | | | |
|  |  | Providing advice and assistance with the use of key software in the college. | | | | |
|  |  | Supporting the college with internal IT development and training. | | | | |
|  |  | Support the maintenance of pupils’ safety and security in line with college policy | | | | |
|  |  | Actively assist students with technology as required. | | | | |
|  |  | To be punctual in attendance to work, meetings and tasks. | | | | |
|  |  | To produce and/or provide documentation or notes to assist users as required. | | | | |
|  |  | To perform daily checks to ensure key devices are fully operational. | | | | |
|  |  | Support users with administrative and set-up tasks as required. | | | | |
|  | **Support for the college** | | | | | |
|  |  | Support the development and effectiveness of team work within the college environment. | | | | |
|  |  | Develop and maintain working relationships with other professionals. | | | | |
|  |  | To take an interest in and develop a knowledge of the special needs setting. | | | | |
|  |  | Review and develop own professional practice. | | | | |
|  |  | On occasion work with pupils directly to assist in using technology as required. | | | | |
|  |  | To understand the College Development Plan from an IT perspective. | | | | |
|  |  | Ensure tasks are carried out with due regard to Health and Safety | | | | |
|  |  | Participate in appropriate professional development including adhering to the principles of performance management. | | | | |
|  |  | Adhere to the ethos of the college | | | | |
|  |  |  | Promote the agreed vision and aims of the college | | | |
|  |  |  | Set an example of personal integrity and professionalism | | | |
|  |  |  | Attendance at appropriate staff meetings and parents evenings | | | |
|  |  | Any other duties as commensurate within the grade in order to ensure the smooth running of the college | | | | |
|  | **OBSERVANCE OF THE ACADEMY’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED** | | | | | |
|  | **SUPERVISION RECEIVED**: | | | | | |
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|  |  | **Supervising Officer’s Job Title:** | | IT Operations Manager / Network Manager | | |
|  |  | **Level of Supervision:** | | | | |
|  |  | 1. Regularly supervised with work checked by supervisor | | | | |
|  |  | ~~2. Left to work within established guidelines subject to scrutiny by supervisor~~ | | | | |
|  |  | ~~3. Plan own work to ensure the meeting of defined objectives~~ | | | | |
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| **PERSONAL SPECIFICATION** | | | | |
| **Job Title:** | | IT Technician | **Grade:** | Level 2 |
| Unless otherwise stated the method of assessment is application form or interview. T = Test/Exercise, P = Presentation | | | | |
| **EXPERIENCE** (Relevant work and other experience) | | | | |
|  | **ESSENTIAL**   * Working with IT hardware and software either professionally or out of personal interest.   **DESIRABLE**   * Previous work experience in an IT setting * Previous experience supporting users * Previous experience working in an education environment * Experience in working on a windows network | | | |
| **SKILLS AND ABILITIES** (E.g. Network knowledge, dealing with end users) | | | | |
|  | **ESSENTIAL**   * A strong desire to pursue a career in IT. * A good standard of education particularly in English and Mathematics. * Competence in using office applications. * Strong communication skills, both written and verbal English. * Ability to establish positive relationships with users and empathise with their needs. * Active listening skills and an ability to ask relevant questions. * Able to think quickly and respond to user issues fast. * Ability to work well independently and pro-actively. * Ability to work effectively and supportively as a member of the college team. * Willingness to go above and beyond to complete a task. * Eagerness to learn and research solutions to complete tasks. * Reliable and punctual. * Polite, friendly and flexible approach to work. * Able to listen to and follow instructions effectively. * Keep calm and professional at all times.   **DESIRABLE**   * Studied an IT based subject at college or college. * Be able to communicate with students and staff at all levels. * A good sense of humour. * Good understanding of Windows operating systems. * A basic understanding of a domain environment. | | | |
| **TRAINING** | | | | |
|  | * Willingness to participate in further training and developmental opportunities offered by the college and county, to further knowledge | | | |
| **EDUCATION/****QUALIFICATIONS** NB Full regard must be paid to overseas qualifications | | | | |
|  | * GCSEs (or equivalent) including English and Maths at grade C/4 or above. | | | |
| **OTHER** | | | | |
|  | * Willingness to maintain confidentiality on all college matters | | | |