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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
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| **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.
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| **TRAINING** |
|  | * Willingness to participate in further training and developmental opportunities offered by the college and county, to further knowledge
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| **EDUCATION/****QUALIFICATIONS**NB Full regard must be paid to overseas qualifications |
|  | * GCSEs (or equivalent) including English and Maths at grade C/4 or above.
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| **OTHER** |
|  | * Willingness to maintain confidentiality on all college matters
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