

Job Description

Post title: Senior IT Technician

Responsible to: IT Manager

Salary: AoC Point 32 – 36 - £31,845 - £35,818 per annum

Purpose of Job:

As Senior IT Technical you'll work in a small team responsible for delivering a high quality service to users of all levels on a variety of IT issues. The work is varied and challenging; and takes place over our two sites.

Main Duties and Responsibilities:

- To work with the IT Manager to plan and implement an effective IT strategy for the College, to ensure high availability of systems and services, efficient delivery of desktop functionality, good security and an effective support service
- To deputise for the IT Manager as required
- To set up and maintain college computer hardware, including PCs, Macs, servers, tablets, IPads, AP's, VM's, Hyper-v failover cluster and peripherals
- To set up and maintain college network infrastructure including cabling, switches, firewalls and racks
- To set up and maintain college telephony including Avaya PBX, telephones and switches
- Install and update computer software in accordance with college plans and requirements using SCCM
- To maintain computer security by providing backups, creating accounts, setting passwords and implementing security patches as necessary
- To source computer and telephony hardware, software and licences as required for purchasing approval by the IT Manager, according to college procedures
- To provide support to third parties who are contracted to maintain specific equipment or services
- To provide a helpdesk service to support staff and Learners' IT problems and resolve them efficiently
- To provide support to staff on the use of ICT
- To work flexibly in order to maintain a high level of network and service availability to users.
- To maintain an up-to-date knowledge of the technologies necessary for the development of the IT Support service, as required by the IT Manager
- To undertake other duties relating to the efficient and effective management of the area consistent with the post responsibilities.
- This role will include shift work.

General

- Maintain up to date knowledge of developments and best practice in your area to provide sound professional advice to staff
- Comply with and actively promote all college policies with full regard for equalities, health and safety and safeguarding requirements
- Actively participate in professional development and training activities, developing your own personal networks and reflecting on your own performance
- Be a role model of excellence and professionalism for all staff and students
- Perform other duties as may be required by the Line Manager or the Principal to ensure the efficient functioning of the College

Other Duties and Responsibilities:

The post involves working with young people and vulnerable adults and consequently is subject to a satisfactory enhanced disclosure check with the Disclosure and Barring Service (DBS)

The job description is accurate at October 2018 but is subject to change and development in line with the needs of the College

PERSON SPECIFICATION – Senior IT Technician

This person specification will be used in shortlisting and in interviewing to select the best candidate. You are therefore advised to address each aspect of the person specification in your written application.

		Essential	Desirable	Method of Assessment A – Application I – Interview T - Test
	Qualifications			
1	A relevant qualification in computing, IT, ICT or networking, or equivalent experience, together with at least basic knowledge of network computing, the Internet and Intranets	✓		A/I
2	GCSE Mathematics and English	✓		A
	Experience			
3	Experience of providing high quality customer service	✓		A/I
4	Good working experience and knowledge of the following technologies: PC and Mac operating systems in a networked environment, Active Directory (including troubleshooting domain problems), Microsoft DNS, Microsoft Office, Wireless networking, Firewalls and switches including troubleshooting networks and network devices	✓		A/I/T
5	Experience of leading technology initiatives, planning and project management	✓		A/I
	Skills and Knowledge			
6	Knowledge at sufficient level to provide first line helpdesk support	✓		A/I
7	Appreciation of the security and integrity of data held on servers	✓		A/I
8	Understanding of the principles of software and hardware asset registers	✓		A/I
9	Knowledge and understanding of telephone PBX systems		✓	A
10	Good working knowledge of the following technologies: <ul style="list-style-type: none"> - PC and Mac operating systems - Active Directory (including troubleshooting domain problems) - Microsoft DNS & BIND - Group Policy Manager - Scripting e.g. php - SQL Server - Exchange 2003 and Exchange 2010 Server (including troubleshooting mail service problems) - IIS7 Web Server - Wireless networking - Firewalls and switches including troubleshooting - Content management systems 	✓		A/I/T
11	Ability to communicate effectively with people at all levels	✓		A
12	Ability to work flexibly and to prioritise client demands	✓		A/I

13	Ability to manage the conflicting demands of responsive and planned work	✓		A/I
14	Ability to act independently to provide solutions in an emergency in the absence of colleagues	✓		A/I
15	Ability to deal with suppliers and potential suppliers to ensure quality and value for money	✓		A/I
16	Ability to support staff and the network administrator in any general computer support problems	✓		A/I



The Camden College

APPLICATION AND PROCESS

We hope that you are excited by the prospect of working at the oldest adult FE College in Europe and we are convinced that you will find WMC a great place to work

Good luck and we look forward to receiving your application

How to Apply

To apply, please download the application form from our website www.wmcollege.ac.uk. Once you have completed your application form, you can either email it back to recruitment@wmcollege.ac.uk or send it by post to:

Human Resources
Working Men's College
44 Crowndale Road
NW1 1TR

Applicants will be shortlisted for interview by matching the details given on their application form against the Job Description and Person Specification for the role. We would therefore ask applicants to provide clear evidence to show how their experience, skills and knowledge match those requirements.

Closing Date

Friday 23 November 2018 at 10:00 am

Interviews

Interviews and assessments will be held all day on Friday 30 November 2018

Further information

To find out more about this role, please contact
HR Department on: 020 7255 4728
Or by email: recruitment@wmcollege.ac.uk



EMPLOYEE BENEFITS PACKAGE

The benefits available to all staff employed at WMC - the Camden College include the following:

- Competitive salary, paid monthly
- Teachers' Pension Scheme (for teaching staff)
- Contributory group personal pension scheme (for non-teaching staff) with contribution rates of 2.4% net from employee and 5% from employer
- Generous annual leave entitlement
- Interest free season ticket loan
- Full CPD programme reflecting individual needs and aspirations
- Childcare voucher scheme
- Cycle to work scheme
- 50% discount on College classes offered by WMC (terms and conditions apply)
- Employee Assistance Programme
- Death in service benefit insurance (providing 2 x salary cover)
- On-site café
- Family friendly HR policies