

ICT Helpdesk Technician
(Computer Services)

Annual salary £18,804 full time equivalent

20 Hours per week (approximately 3 to 5 days per week between Monday & Friday, mutually agreed to suit individual and business needs)

Riseholme College, part of Bishop Burton College, is situated just three miles north of Lincoln. We provide Further and Higher Education at our campuses with our brand new Showground Campus featuring state of the art teaching and learning facilities for a diverse range of specialisms including; Animal Management, Agriculture, Sport, Health and Social Care and Public services. Riseholme has been the site of training and education for the land-based industries in Lincolnshire for more than 60 years and, with millions invested in state-of-the-art facilities, we're taking the college into the next generation in the UK's most important agricultural county.

Based at our Riseholme Showground Campus, you will be joining our existing ICT Helpdesk team located at the Beverley Campus. You will assist with the installation, maintenance and support of using computer equipment across the College, 2 Lincolnshire campuses and the Beverley Campus. You will also resolve identified technical problems and undertake general tasks in order to promote the use of ICT across all College campuses. Flexibility with working hours is required to support some weekend and evening events, approximately 10 per year. Access to your own transport is preferable but not essential, as College cars are available for mobility between both Lincolnshire and Beverley campuses to provide onsite support.

Educated to GCSE or equivalent in a computer related subject, you will also have a minimum of 2 years' experience working within a similar IT support role. You will have recent and relevant experience of solving problems surrounding networks, Microsoft Windows, Microsoft Office, and email and security software. You will have a good working knowledge of operating systems and common applications, PC components and computer peripherals. Good time management skills and the ability to prioritise tasks are also essential for the role. An excellent communicator, you will be dedicated to providing outstanding customer service to approximately 3,700 staff and student users across the College.

If you would like an informal discussion relating to any aspect of this role, please contact Damien Blackburn, IT and Information Systems Business Manager on 01964 553067

To apply please visit our website: www.riseholme.ac.uk/about-us/vacancies/current-vacancies **and download the application form. Any queries, please email:** human.resources@bishopburton.ac.uk **or telephone the HR Team on 01964 504190.**

Closing date: 20th December 2018

No Agencies.

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. An enhanced DBS check will be carried out on the successful candidate. Bishop Burton College is committed to Equal Opportunities for all.