OAKLANDS COLLEGE

IT Support Technician

£16,726 per annum
37 hours per week
30 Days Holiday plus Bank Holidays
Auto Enrolment into the Local Government Pension Scheme
Permanent
St Albans Campus

An opportunity has become available in our IT Solutions department for an IT Systems Support Technician. The IT Systems Support Technician role is a multifaceted role encompassing first line and second line IT support from logging and assigning IT support calls using Servicedesk software to diagnosing and repairing basic IT faults across the organisation.

If you have a keen interest in IT and knowledge of IT systems please apply.

Closing Date: 28th September at 23:59
Interview Date: TBC

OAKLANDS COLLEGE

JOB DESCRIPTION

CAREER FRAMEWORK	IT
JOB TITLE	IT Systems Support Technician
REPORTING TO	IT Support Supervisor

SUMMARY OF POST

The IT Systems Support Technician role is a multifaceted role encompassing first line and second line IT support from logging and assigning IT support calls using Servicedesk software to diagnosing and repairing basic IT faults across the organisation.

KEY RESPONSIBILITES

- Act as the first point of contact for IT support requests
- Use Servicedesk software to log, assign, update, maintain and resolve IT incidents and Service Requests
- Configure and maintain the College's IT Help site on MS SharePoint by documenting IT processes and procedures using AV technologies and embedded documentation techniques
- Maintain the IT Asset Database by auditing hardware possession and use as well as creating records for new hardware
- Assisting with the maintenance of user accounts and security groups to ensure the security of the Oaklands College Network
- Provide 2nd line support to colleagues remotely and in person where possible
- Escalate support issues to relevant IT colleagues where required
- Assist with troubleshooting issues regarding the use of bespoke and third party systems
- Load and Reload hardware with configured software using WDS
- Assist with the troubleshooting and maintenance of College and third party systems

Be aware of and follow College policies and procedures, with particular attention to health and safety, safeguarding, risk management, equality and diversity, quality and our values and behaviours. You will be required to attend training as necessary and update own CPD record.

CRITERIA

RECRUITMENT

- Knowledge of a large networked environment and the resulting requirements and consequences
- Experience in using Servicedesk support software and knowledge of the underlying ITIL principles
- Good understanding of the Windows operating systems
- Awareness of customer service.
- Hold a Level 2 qualification in English, Maths and IT or equivalent College assessment

ESTABLISHED

- Completed probation period and induction programme
- Proficient in use of Service Desk and Inventory.

- Evidence of good feedback from staff, students and service providers on customer service and service management
- Working towards a relevant Level 3 IT qualification

EXPERIENCED AND QUALIFIED

- 2 years' successful relevant experience in the role
- Positive feedback from both curriculum and support colleagues
- Hold a Level 3 IT qualification
- Be proficient in use and reporting from Service Desk, Inventory and Change Management
- Demonstrable contribution to the strategic improvement of IT support services

DEVELOPED STAGE – Assessed against the values and behaviours

PERSON SPECIFICATION (To be assessed at the interview)-

PERSONAL ATTRIBUTES

- An interest in learning new skills
- An awareness of cultural diversity.
- Positive attitude to customer service.
- Administrative competence.
- Good problem solving abilities.
- Able to communicate technical concepts.
- Good at dealing with people via email or one the telephone.
- Enthusiasm for learning new skills (in IT)
- Flexibility.
- Professional demeanour.
- Team player.
- Calm, courteous and confident manner.
- Discretion and awareness of confidentiality of information.

SKILLS AND EXPERIENCE

- Evidence of successful use of IT
- Keyboard skills
- Understanding of concepts behind the web, email and computing.
- Able to prioritise work and assign work of high importance to relevant staff promptly.
- Knowledge of principles of relevant legislation: Health and Safety; Copyright; Data Protection and Safeguarding.
- Organisation skills.
- Research skills.
- Good telephone and written (email) communication skills

Date approved			
Date reviewed			

This job description is current as at the date shown above. In consultation with the post holder it is liable to variation by the Principal to reflect or anticipate changes, in, or to, the post and the organisation.
The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.