



# ASHVILLE

HARROGATE

## JOB DESCRIPTION

<b>JOB TITLE</b>	Junior IT Technician
<b>DEPARTMENT</b>	IT
<b>REPORTING TO</b>	Director of Information Technology
<b>SUPERVISORY RESPONSIBILITIES</b>	None

### SUMMARY OF JOB ROLE

The Junior IT Technician will be responsible for looking after the day to day activities of the Ashville IT Department. This will include providing a rapid response to user requests when required to ensure the teaching and learning activities of the College are not impeded.

This is a hands on IT role and will require excellent interpersonal skills and the ability to keep calm under pressure.

### MAIN DUTIES

1	To provide predominantly 1st and some 2nd line incident support for IT services to all staff.
2	To work face to face and remotely with staff, understanding their immediate IT requirements and issues, and providing advice and support on the most appropriate solutions, in accordance with Ashville IT policies.

3	To help maintain the College's IT asset register.
4	To maintain the College printer fleet, including replacing toners and checking stock levels.
5	To routinely manage the updating of the IT Support Desk call queues, including call resolution and management. Complete Ashville IT incident support requests within, as far as is possible, a reasonable time frame. To escalate calls through to the Senior Technicians when appropriate.
6	To work along-side the senior technicians when resolving issues.
7	To maintain business critical desktop operating systems
8	To explain in simple clear terms, technical information, policies and procedures to Ashville staff who may possess a wide variation in technical skills, knowledge and abilities.
9	To maintain an up to date knowledge of IT developments and to contribute to own professional development.
10	Demonstrates the ability to deliver and has an awareness of the importance of good customer care and is able to respond to the needs of the staff
11	In line with our commitment to safeguarding, all members of staff have a duty of care towards Ashville College pupils and are expected to report any such concerns to the Designated Safeguarding Lead (DSL) or the Deputy DSL.
12	Work in a manner that promotes and protects one's own health and safety, as well as that of other staff, pupils and visitors.

#### **SKILLS AND QUALIFICATIONS REQUIRED**

Good knowledge of key Microsoft Products (Windows 7, Office suite)  
 Knowledge and experience of Microsoft Server Products is desirable  
 Knowledge of networking technologies

NVQ or equivalent qualification, in IT, is desirable.

**SPECIALIST TRAINING REQUIRED**

None.

<b>PREPARED BY</b>	Director of Information Technology
<b>DATE</b>	October 2017
<b>AUTHORISED BY</b>	Bursar
<b>TO BE REVIEWED</b>	October 2018