IT Support Technician

A.   St Francis Xavier College is a Roman Catholic Foundation. All teachers should endeavour to maintain and develop the Catholic character of the College in accordance with the directions given by the Governors and subject to the directions given by the Principal. St Francis Xavier staff and students collectively agreed the values to which we should all contribute through consultation. These values are:

- **Kindness**
- **Service**
- **Faith**
- **Inclusion**
- **Courage**
- **Honesty**
- **Respect**
- **Forgiveness**

B.   The College has a strong commitment to equal opportunities and respect for all members of our community regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

C.   This post is offered subject to the conditions of service as set out in the agreed contract.

D.   For further information about the duties of all members of staff, terms and conditions, mission and policy framework of the College please see Staff Handbook available on the College intranet.

E.   This job description is non-contractual. This means that should the needs of the College change in the future, the Principal may require reasonable variations consistent with the job title. Such changes will only be made after consultation with you.

Hours: 5 days per week (35 hours) – all year round

Reporting to: Senior Systems Engineer and Network and Systems Engineer and Manager

Purpose of the Job

To act in the capacity of 1st and 2nd second line IT Technician and to assist in the day-to-day helpdesk and technical support, administration and operation of the College IT, network and multimedia systems. To assist engineers as directed by the Network and Systems Manager.

Overview: Your position is part of the IT Support Department, which administers and manages the colleges IT network and systems infrastructure along with providing support across the college to all users of its IT systems, digital technology, multifunctional devices and multimedia IT resources. SFX support staff continue to work flexibly in liaison with each other to ensure an outstanding service is provided to the students and all staff across the college. As a member of the IT Support Department, you work as part of a cohesive team to effectively support the IT systems users, including students,

staff members and other third party contractors. The College remains committed to supporting your work in the IT Support Department and your line manager assist in further training, task prioritisation and time management.

Main Activities and Responsibilities

1. Provide first line technical IT and digital support and advice to students and staff members with particular focus on technical first/second line support, including maintaining multimedia and photocopying resources.
2. To conduct troubleshooting and fault diagnostic tasks in order to quickly resolve user issues appropriate to the role and as directed by the Network and Systems Manager and other Systems and IT Support Engineers.
3. To conduct routine audit of IT systems in classrooms in order to ensure al systems are fully functional and to swiftly diagnose and rectify any issues.
4. To take responsibility for all first line functions including multifunctional devices (MFD) & printer related stock, including carrying out routine maintenance.
5. Maintain and manage teacher's and student desktop workstations, multimedia projectors and MFDs across the college.
6. To monitor and provide monthly MFD reports on stock levels and status and condition updates to the Network Manager as required (toners, papers, damage etc.)
7. Perform routine ICT and network support tasks as directed by the Network and Systems Manager and other Systems and IT Support Engineers.
8. Facilitate the smooth running of the network by undertaking reasonable tasks as required, including some administrative tasks.
9. Support the day-to-day running of the curriculum/admin network in collaboration with the Senior Systems and IT Support Engineers and Network and Systems Manager.
10. Provide support and maintenance for network hardware and software, including classroom support.
11. Provide relevant technical support for curriculum and college events, especially where multimedia and copying systems are concerned.
12. Support staff in the use of IT tools and multimedia equipment.
13. Actively take part in supporting the College's digital agenda and in particular assisting in managing, deploying, building Apple iPads and other digital tools.
14. Report faults to the Senior Systems and IT Support Engineers and Network and Systems Manager as required.
15. Support and engage with in-house training as and when required.
16. Attend meetings as and when required.
17. To actively engage with the porterage of computer/IT equipment and consumables.
18. Administer and manage the printer and photocopier consumables which will require moving and replenishing media resources, toners, equipment and possibly other resources.
19. Where required organising and facilitating engineer visits.
20. Where require liaise with estates on issues as required by the Network and Systems Manager
21. Be aware of and comply with the policies and procedures relating to child protection, equality and diversity, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
22. Where relevant/required undertake apprenticeship training and complete necessary coursework, documentation and assessments in order to successfully complete the apprenticeship qualification.

Other Duties may include

23. To approve, monitor & where required move multi-media and IT resources to the relevant location by use of the R&R platform.
24. To attend in-service training to ensure IT skills are kept up to date and in line with the services offered on the computer network e.g. new operating systems/website management etc.

Occasional duties would include

25. To assist and where required provide demonstration of computer/IT/Resources equipment and software tools to teaching staff and/or students.
26. To assist and where required lead in the preparation of exhibition and displays. This may necessitate evening or weekend work for which time off in lieu will be given (alternatively overtime may be paid in exceptional circumstances).

General

27. To have an awareness of, and commitment to, the College's policies on Health and Safety, Equality, Diversity and Inclusion, Prevent and Safeguarding.
28. To support the Ethos and Values of St Francis Xavier College.
29. Any other duties within the remit of the post as may be required.

Person Specification

Qualities and Skills	Essential	Desirable
Successfully completed and passed Comptia A+ assessment.	Yes	
Able to independently conduct first/second line trouble shooting and fault diagnostics	Yes	
Successfully completed and passed technical IT or network training or qualification.	Yes	
Interest in learning about IT processes and procedures.	Yes	
Be able to demonstrate problem solving skills.	Yes	
Experience of working within a busy customer services environment.		Yes
The ability to prioritise your workload.	Yes	
Be able to demonstrate self-initiative and independent thinking.	Yes	
A commitment to personal development and the acquisition of knowledge and skills.	Yes	
A commitment to the Health and Safety of staff and students.	Yes	
The ability to work flexibly within the Technical Services (IT) Department in line with emerging priorities, the College calendar and staff absence as directed by your line manager(s).	Yes	
A commitment to all College policies to include Health and Safety, Equality, Diversity and Inclusion, Safeguarding and Prevent.	Yes	