



JOB DESCRIPTION

Technical Support Analyst



INTRODUCTION

OUR VISION

Careers focussed education inspiring learners to create their future.

OUR MISSION

To deliver outstanding technical and professional learning, which raises aspirations, develops skills and creates futures

OUR VALUES

Defining our values:

EXCELLENCE

- The quality of being **outstanding** or extremely **good**.
- Having **outstanding features** and/or **qualities**.

We show excellence by:

- Having high aspirations and expectations for ourselves and those around us.
- Celebrating and valuing expertise and mastery at all times.
- Recognising that personal responsibility affects our ability to fulfil our potential, embracing opportunities to grow and develop our knowledge and understanding.

Waltham Forest College 

Defining our values:

INCLUSION

- Including **all types** of people and ideas, treating them **equally** and **fairly**.
- Providing equal access to **resources** and **opportunities**.

We show inclusivity by:

- Ensuring that everyone feels welcomed and valued and is allowed to be their true, authentic self.
- Not just recognising, but celebrating the diversity of our community, ensuring that everyone has a voice.
- Making sure that everyone has equal access to what the College does.

Waltham Forest College 

Defining our values:

INTEGRITY

- The quality of being **honest** and having **strong moral** principles.

We show integrity by:

- Acting with honesty at all times, taking responsibility for our own actions.
- Always doing the right thing, especially when no one is looking.
- Demonstrating professionalism, working to fulfil our moral purpose - especially when times are challenging.

Waltham Forest College 

JOB DESCRIPTION

Post	Technical Support Analyst
Department	IT Services
Pay Spine	Business & Learning Support Scale 5
Post Reports To	Head of IT Services

MAIN TASKS

- To assist in the day-to day maintenance of the college network by completing 1st and 2nd line support calls on PC's, laptops interactive TV's, printers, IP telephones and physical infrastructure, including leading on specific IT projects for deploying IT hardware and software.
- To promote the highest possible standards in customer care, equal opportunities and health and safety practices for the benefit of learners and the wider community served by the College.
- To safeguard and promote the welfare of children, young people and vulnerable adults served by the College.
- To respond to helpdesk calls regarding hardware, desktops and network support and resolve those problems within specified timescales in line with current departmental service levels.
- Provide and in specific projects lead with the installation, configuration and maintenance of desktop, network hardware and software.
- Providing ongoing technical support for users of the College systems, including basic training to end users and advice on new technology.
- To lead on the interactive teaching technology e.g., IWB and provide necessary support, including keeping accurate records of IT asset.

JOB ACTIVITIES

- To answer the Helpdesk calls and maintain the system to keep accurate records of day-to-day work.
- To provide technical and software support to users of the College systems, utilising remote desktop and deployment of College standard staff and student images.
- To lead specific IT projects on desktop, printers and IWB, including supervising IT assistants and work experience students.
- To log calls with external suppliers to resolve warranty/non-warranty escalations.
- To ensure that only licensed software applications are installed on student and staff PCs to comply with software licensing agreements.

- To support college telephony systems, including wired IP Phones, Wi-Fi and Smart Phones.
- To assist in receiving delivery of IT equipment and stock, security marking it and ensuring that it is entered into the appropriate inventory.
- To ensure that Departmental procedures are followed at all times when undertaking IT tasks and activities.
- To be responsible for logging incident tickets, managing one's own incidents to completion, ensuring users are kept informed of progress and reassigning or escalating tickets to senior staff where necessary.
- To attend team meetings and other associated meetings as necessary.
- To support and participate in implementing changes to technology and software as they are introduced within the college.
- To support and administer Office 365 for staff and students.
- To contribute to the formulation of self-assessment and departmental business plan, policies, and procedures.
- To liaise appropriately with staff across the College to ensure tasks and activities are carried out to the satisfaction of users in line with College protocols.
- To maintain confidentiality and security of all documentation and other information linked to students, staff and college IT systems
- To participate in effective quality control and continuous improvement in all aspects of the services provided by the department in keeping with College quality assurance procedures and systems.
- To exercise all due care in respect of Health and Safety at Work and carry out the requirements of the departmental policies, practices and procedures on Health and Safety.
- To participate in providing IT support that might include occasional evening and weekend work to support the needs of the College.
- To participate in continuing professional development to ensure skills are maintained in line with technological advances.

GENERAL

- Promotes and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults.
- Participates in College programmes of staff appraisal and continuing professional development.
- Develop effective working relationships internally and with external partners.
- To operate at all times in line with the College's values and behaviours.

- Undertakes other duties as may reasonably be required in the interests of the efficient functioning of the College.

ADDITIONAL INFORMATION

The main hours of support for the college are from 8:30 am to 6pm Monday to Friday, split into 2 shift patterns of:

8:30 am to 4:45 pm

9:00 am to 6:00 pm

On Tuesdays and Thursdays there are evening classes and cover is required until 6pm, so it is necessary for support staff to cover this shift on a rota basis.

Under exceptional circumstances e.g., alterations to the College's pattern of working or changes in pattern of demand the hours of attendance may be varied after consultation with the member of staff concerned, and staff will be required to work on other campuses when required.

WALTHAM FOREST COLLEGE COMMITMENTS

Waltham Forest College aspires to be an outstanding College and in recognition of the crucial role that members of staff play, individually and collectively, in achieving and maintaining high standards all employees are required to:

- Be a positive ambassador for the College at all times.
- To adhere to the College's policies, procedures and practices regarding the safeguarding of learners, including attendance at training and updating sessions as required and responding appropriately and supportively to any issues associated with safeguarding.
- Adhere to the College policies, codes, procedures and frameworks.
- Undertake continuing personal and work related professional and skills development.
- Work collaboratively with colleagues across the College as a whole so as to support the achievement of the College goals.
- Be a positive role model in terms of supporting and promoting equality & diversity.
- Understand and actively support the College's approach to health and safety and, in particular, to take into account the duty of care for others and oneself in all day-to-day actions.
- Challenge unacceptable behaviour (such as, for example, discriminatory language, not wearing College ID, shouting or playing loud music in corridors, spitting or swearing) whilst not putting one's personal safety at undue risk.
- Make an active and positive contribution to team meetings, one-to-one sessions with line managers and the appraisal process

In recognition of the ever-changing environment in which the College operates, the contents of this job description will be the subject of regular review in consultation with the post holder

PERSON SPECIFICATION

Essential/Desirable criteria will be identified at*			
	AF	I	A
EDUCATION AND TRAINING			
Good standard of education including Maths and English to Level 2 (GCSE C or 4 grade)	E		
HNC / Degree level	D		
Attended training courses on Microsoft 365 technologies	E	E	
EXPERIENCE			
Experience of Active Directory and networking infrastructure, including wireless networks	E	E	E
Experience of Helpdesk system	E	E	E
MS365 technologies including desktop and laptop imaging	E	E	E
Knowledge of SharePoint and MS Teams Technology	D	D	
Experience WIFI networks	E	E	E
Experience of 1 st and 2 nd call troubleshooting	E	E	E
Administration of anti-virus security systems	D	D	D
TCP/IP, DNS and DHCP	E	E	
Patch Management on Cisco network	D	D	D
MS InTune and Information Protection using DLP	D	D	
Broad knowledge of IT hardware e.g. PC, laptop, printers	E	E	
SPECIAL ABILITIES AND APTITUDE			
Ability to work collaboratively and supportively as part of a team	E	E	
Sympathetic approach to all users of IT	E	E	
Ability to prioritise and manage own workload	E	E	
Ability to supervise staff on a project basis	E	E	
Ability to deal with varied and diverse enquiries while maintaining a customer focus	E	E	
Ability to work with individuals and organisations external to the College	E	E	
Demonstrably good written and oral communication skills	E	E	E
Ability to work both under direction and on personal initiative	E	E	
OTHER REQUIRMENTS			

Flexible approach to working hours, duties and arrangements	E	E	
A commitment to working with both colleagues and learners in a diverse and multi-ethnic environment	E	E	
Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults	E	E	
Manual handling	E		
Prepared to undertake further training as necessary	E		
To be willing and able to travel and work across different sites	E		

* **Key:** AF = Application Form, I = Interview, A = Assessment