

Bilborough College is a Sixth Form College dedicated to offering academic excellence and personal development in a supportive environment to serious and committed students.



**Job Description: Information Systems Technician**

**Post Description**

* 1. **Type of Post Support Staff**
  2. **Grade 4**
  3. **Faculty Information Services**
  4. **Line Manager Information Services Manager**
  5. **Operational Manager Information Systems Officer**

**(Network Services)**

* 1. **Responsible for Line Management of: N/A**

**Operational Management of: N/A**

* 1. **Post Holder**
  2. **Issue Date August 2018**

**Job Purpose**

The role of the Information Systems Technician is to assist the Information Systems Officer in maintaining the college information systems in order to deliver an excellent, responsive and resilient service though the use of appropriate technologies. Working as part of the wider Information Services team, the post holder will assist in the implementation of developments that enhance service, optimise efficiency and enable the college to respond proactively to advances in technology and the changing needs of the business. The post holder will also provide support and guidance to staff and students in the use of systems, software and hardware and deal with faults as they arise on a day to day basis.

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| The information given within the Job Description is intended to provide the postholder, and college managers, with an understanding and appreciation of the workload of this particular post and its role within Bilborough College.  The Job Description outlines the main duties and responsibilities under broad headings. It is not intended to specify every job activity or item in detail.  All college employees are expected to work flexibly to ensure that the responsibilities of their post are fulfilled efficiently and effectively according to the needs of the college and its students. |

1. To assist the Information Services Officer in monitoring and maintaining College Information Systems and to contribute ideas that support systems development projects to contribute to the delivery of the college IS strategy, in response to the needs of the users.
2. To assist the Information Services Officer with the management and operation of College Information Systems and to assist in the implementation of developments that underpin the delivery of the Information Services strategy including where necessary, providing support out of hours to ensure the smooth operation of the service and minimal disruption to users, responding appropriately to crisis situations.
3. Working as part of the wider Information Services team, to contribute to projects relating to the implementation of new software/hardware or the enhancement/upgrade of existing software/hardware in support of the Information Services strategy, and to assist in the development and implementation of new processes as required to gain maximum benefit from software/hardware investment.
4. To assist in the operation and maintenance of all aspects of the College’s Network Infrastructure and telecommunications systems, dealing efficiently and effectively with technical issues as they arise and supporting system changes or upgrades to maintain the integrity and functionality of both the network and the service infrastructure.

1. To help and support staff and students in the use of management information systems or during the rollout of new software and to support key college events as required, providing appropriate advice or training on system use in response to systems development and/or training needs.
2. To deal efficiently and effectively with technical issues as necessary and when required assist the Information Services Manager with the installation, testing maintenance and repair of all aspects of hardware and software.
3. To provide an IT Helpdesk service, using Helpdesk management software to record calls and to measure achievement against agreed service levels and key performance indicators to increase efficiency and achieve targets and where appropriate, to provide technical expertise and guidance and retain details of fault rectification on the College’s Helpdesk knowledge base.
4. To deploy and provide support for various operating systems for desktop and mobile devices, including windows, Mac OS, IOS and Android
5. To undertake general network administration tasks including user account management, assigning access rights and profile management. To deal with annual procedures such as bulk user additions, creation of home directories, security permissions, etc. as required and maintain an accurate record of network users and permissions.
6. To maintain the IT asset register with accurate and up to date information, adding or writing off equipment as appropriate under the direction of the Director of Finance; observing WEEE regulations and ensuring the secure storage of all items of equipment and related documents as necessary.
7. To support the operation of the College’s back-up system including where appropriate implementing restores and supporting the college’s disaster recovery and business continuity planning.
8. To support the college’s marketing and communication strategy by maintaining, updating and troubleshooting the digital signage system and supporting the production of marketing information as required.
9. To liaise with external suppliers for advice and technical support and with other colleges in order to develop an understanding of technological advancements, and to share best practice in relation to systems developments making recommendations for change to the Information Services Officer or the Information Services Manager and ensuring skills and knowledge are kept up to date by attending seminars and user groups as necessary.
10. To monitor and respond positively to Codes of Practice to protect and secure Information, notably in relation to the Data Protection and Freedom of Information Acts and safeguarding of students and to ensure the validity of data using processes for data control and validation checks on the data.

**General Duties and Personal Responsibilities**

1.All members of staff have a responsibility for promoting and safeguarding the welfare of children and young persons they are responsible for, or come into contact with. The postholder will have unsupervised contact with students on a daily basis. The postholder will not be authorised to use physical intervention techniques unless specifically identified and authorised by the Principal under the Physical intervention Code of Practice. Such authorisation may be on a permanent or long term basis relative to the nature of the person’s job, or short term for a specific event, e.g. a college trip. The people concerned will be explicitly informed of the authorisation, to ensure they are aware of and properly understand what the authorisation entails. Training or guidance from a senior member of the teaching staff may be arranged if appropriate.

2. To act in accordance with provisions of the College Staff Code of Conduct.

1. To abide by the College Data Protection Policy.
2. To use information technology systems as required, in compliance with the College IT Policy.
3. To carry out the responsibilities of the post with due regard to all or any of the College equality and diversity policies.
4. To operate in accordance with Health and Safety Legislation, which specifies that all employees have a duty to work safely and not to put others at risk.
5. a. To be responsible for own self-development on a continuous basis, including undertaking/participating in training as appropriate.

b. To be responsible for the professional review / appraisal, and training and development of staff under your line management.

1. To comply with and follow all other college policies and procedures in force (available on the college intranet) and also with the conditions of service stipulated within the contract of employment.
2. To contribute to team and whole college activities and arrangements as appropriate and as directed by the line manager
3. To undertake such other duties as the college management shall deem appropriate for the level of responsibility involved.

##### Terms and Conditions – as detailed in the contract of employment



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**Person Specification: Information Systems Technician**

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|  | | Assessed at:  Shortlisting (S) Interview (I)  Both (SI) | Weighting to show relative importance:  Low (1)  Medium (2)  High (3) |
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| **A. SKILLS AND ABILITIES** | | | |
| **Essential:** | An understanding of and an innovative, positive approach to developments in information services and new technologies | I | 3 |
| Strong communication skills with the ability to maintain effective working relationships with service users | I | 3 |
| Good organisational skills with the ability to maintain a proactive approach to the day to day operation of information services | I | 3 |
| Able to deal positively with change and work cooperatively with others to identify solutions and enhancements to services | I | 3 |
| Willing to work flexibly to support the demands of the information services team’s workload | I | 3 |
| Good problem solving skills - ability to identify effective solutions to technical issues and communicate this information at an appropriate level | I | 3 |
| A willingness to develop skills to support the operation of the wider Information Services team | I | 2 |
| B. EXPERIENCE AND KNOWLEDGE | | | |
| **Essential:** | Previous experience of supporting various operating systems for desktop and mobile devices, including windows, Mac OS, IOS and Android | SI | 3 |
| A knowledge of the requirements of disaster recovery, back up restoration, software upgrades and system maintenance procedures | I | 2 |
| Previous administration experience, in particular general network administration tasks | I | 2 |
| An understanding of processes and policies supporting good Information Services management e.g. IT Security, WEEE, Data Protection, e Safety, AUP etc. | I | 2 |
| C. LEVEL OF QUALIFICATION | | | |
| **Essential:** | 5 GCSEs including English and Mathematics or equivalent | S | 3 |
| **Desirable**: | Microsoft Certified Systems Associate (MCSA) or Microsoft Certified Solutions Expert (MCSE) | - | - |

**NOTE -** if the applicant is short listed any relevant issues arising from his/her references will be taken up at interview (if, at the time of the interview, references are not available, e.g. due to late receipt or not yet taken in accordance with the applicant’s request, any issues relating to references will be raised with the applicant at a later date as appropriate but prior to appointment).