



JOB DESCRIPTION

TITLE:	IT Technician
SALARY:	Grade H, £23,478 - £25,974 per annum
CAMPUS:	Strode's Predominantly but working at other Campuses when required.
HOURS:	37 hours per week
RESPONSIBLE TO:	IT Services Manager
DEPARTMENT:	IT

JOB PURPOSE:

To provide 1st and 2nd line support to College campuses ensuring that all IT resources are not interrupted during operational hours by providing pro-active support. To ensure students and staff have access to all necessary IT/AV/Printing and Apple facilities.

KEY ACCOUNTABILITIES:

1. Responsible for 1st, 2nd and some 3rd line support to end users on all IT/AV related issues. Day to day running of the Reprographics Department work including copying, printing, collating, stapling, punching, binding, trimming, folding, stuffing and laminating.
2. Maintain all IT/AV/Printing devices including PCs running recent Windows Operating Systems like Windows 7/8/10, Printers and Servers running Windows 2008 and 2012.
3. Maintaining current JAMF software and supporting the colleges cross campus Apple devices. This will include software updates, deploying Apps and support for the end users.
4. Install, test, configure and maintain all devices, both hardware and software.
5. Manage and support all College IT services (hardware and software) including asset information, documentation and stock control inventory.
6. Responsible for delivering all IT services within remit of role to remote and community centres.
7. Ensure all equipment that is part of the IT Services department are maintained in accordance with health & safety policy and legislation.
8. Ensure the provision of remote access facilities for staff, students and local industries.
9. Assist in the support, specification, development, installation and general operation of the College IT services both internally and externally.
10. Diagnose and repair faulty IT/AV/Printing equipment.

11. To liaise with internal and external service providers, suppliers and contractors as directed by the line manager.
12. Ensure technical knowledge kept up to date by continuous development, training and/or study.
13. Assist users with their printing / copying requirements.
14. Monitor the helpdesk for recurring problems or emerging issues and report them to the appropriate member of the team.
15. Ensure all support calls and service requests are logged and administered using the appropriate service desk software and working to any agreed Service Level Agreement.

Note

The post will be based at one of the current College campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College. Travel between the college's main campuses will form a requisite part of this post.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the College's Safeguarding and Child Protection Policy.
- The principles and procedures set out in the College's Data Protection Policy

The nature of the work may involve the jobholder carrying out work outside of normal working hours which may include occasional weekends and public holidays.

April 2021



PERSON SPECIFICATION
IT Technician

	Essential	Desirable	Source of evidence
QUALIFICATIONS			
Level 2 qualification in English & Maths (GCSE Grade C or equivalent)	✓		AF
A + or equivalent qualification (e.g. BTEC, Diploma in AV / IT or City & Guilds) or equivalent 1 years relevant experience	✓		AF
At least one industry standard IT Certification (e.g. Microsoft, Cisco, HP, Dell etc.) or willingness to work towards	✓		AF
EXPERIENCE			
Proven experience of providing 1 st and 2 nd line support	✓		AF/IV
Proven experience of working with networks	✓		AF/IV
Demonstrable significant experience of working within IT in similar role	✓		AF/IV
Experience of working and supporting mobile devices	✓		IV
Experience and good understanding of Microsoft Active Directory and associated technologies		✓	IV
SKILLS / KNOWLEDGE / ABILITIES			
Proven working knowledge of recent Microsoft Operating Systems like Windows 7/8/10	✓		AF/IV
Proven working knowledge of up to date Apple Mac and iPad OS and trouble shooting	✓		AF/IV
Proven ability to troubleshoot and repair hardware, network and software faults	✓		IV
Proven working knowledge of recent standard application packages including Microsoft Office 2010/2013/2016 and their installation and configuration on a network	✓		AF/IV
Demonstrable interpersonal skills, with the ability to communicate clearly with a wide range of people including students, staff and managers	✓		IV
Proven current knowledge of PCs, mobile devices and printer technologies	✓		IV
Proven ability to work as part of a multi-disciplinary team	✓		IV
Proven ability to work independently with minimal supervision	✓		IV
Work experience in Education sector		✓	AF/IV

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview.

All of the elements marked IV will be assessed at interview

All of the elements marked AF/IV will also be assessed at interview

All or some of the elements may be assessed by the Test/Presentation

All or some of the above elements may be assessed at interview