



IT Support Technician (Central IT Team – HSFC/WSFC)

Title: IT Support Technician

Reports to: Manager on Central IT Team

Role Purpose: This post exists to ensure the smooth running and on-going development of IT systems local to collaborating colleges (currently Hereford Sixth Form College and Worcester Sixth Form College) in addition to systems that are in use across the MAT.

Primary task: The post holder's main role will be to work co-operatively with other members of the Central and Local IT teams in the provision of IT services. They will be expected to contribute to wider technological projects or development work as required by both MAT and college management collaborating with MAT and college stakeholders as required. The post holder will be expected to support the learning of students through effective use of IT. The normal working hours are 8:00am – 4:00pm Monday to Friday. You will be required to vary your hours to provide IT Support for meetings/events outside of the normal working hours. These include, but are not limited to, MAT Committee and Board meetings and Local Governing Body meetings. Some other out of hour's work will be necessary e.g., for system maintenance to minimise disruption to staff/students.

Secondary task: There may be times where additional staffing is required at the local team level, e.g., staff absence, which the post holder will be expected to cover at collaborating colleges (currently HSFC and WSFC). Occasionally the post-holder may be required to travel to other institutions in the multi-academy trust e.g., if a significant issue required MAT support.

Accountabilities:

- Support MAT Trustees, MAT Executive staff and the Local IT Teams working with other members of the Central IT Team.
- Setup and support relating to MAT IT requirements.
- Working with Microsoft Active Directory computer system.
- Support Office 365 tenancies.
- Work with the Manager, Assistant Manager and Systems Engineer to ensure data backup and retrieval systems are operational and regularly verified.

- Work with the Manager, Assistant Manager and Systems Engineer to ensure that all relevant software updates and patches are applied as necessary via the College's update and patch management system.
- Work relating to supporting the security and integrity of the networks.
- Provide a rapid and friendly response to staff and students.
- Cover local IT team support on occasions due to unexpected staff shortage.
- Maintain network infrastructure and other equipment such as printers and other similar network attached equipment.
- Carry out hardware and software deployment and maintenance as required.
- Support the learning of our students by effective use of IT; this could include setting up specialist equipment and other technology for use in various teaching sessions.
- The post holder must ensure that MAT and College policies are always adhered to, including the Acceptable Use Policy and Data Protection policies.
- The post holder is required to ensure that they maintain their own health and safety, and support that of any colleagues, service users or visitors in their environment in accordance with organisational policies and procedures and the training they receive.

Job Breadth and Communication:

The post holder will undertake and engage positively with relevant training and personal development activities as required. There are several development opportunities available to technology staff, including technical training and some dedicated study time.

The post holder will have enhanced DBS clearance.

This role will involve access to important data and services. The post holder will be expected to work to the highest levels of personal integrity and will be expected to adhere to and actively promote the Acceptable Use Policy (AUP).

Decision Making:

The post holder is expected to respect any information that come into their possession or exists in their environment relating to students, colleagues, and other individuals. This requires following good practice and guidance on confidentiality. The post holder has a duty to maintain the safety and welfare of the students and within the scope of their post must ensure all organisational policies and procedures on safeguarding are implemented. The post holder has a duty to report any concerns or incidents regarding student welfare promptly in accordance with MAT/College procedure and their training.

Problem Solving/Creative Effort:

Working with Central and Local team staff as appropriate the post holder will be responsible for ensuring the smooth running of all network and computer systems in the colleges. This will involve problem solving and solution finding to ensure the smooth running of all systems.

The post holder will have an agreed work programme and will be expected to deliver against the agreed tasks and targets.

The post holder will need to recognise they work in a College environment which will occasionally require them to support student related activity.

Date: June 2021

SPECIFICATION	ESSENTIAL	DESIRABLE
Knowledge/Qualifications	• Up to date knowledge and understanding of IT developments and their potential to contribute to the provision of effective and efficient response to business needs. • A proven track record of working in a relevant technology area.	• Knowledge of cloud service provision, notably Office 365 identity management. • Technical expertise in Microsoft based environments inclusive of Windows Server and Active Directory. • Technical expertise in Microsoft Office 365 and email systems including Microsoft Exchange 2016 and onwards. • Linux administration experience.
Relevant experience	• Experience of working in IT support. • Evidence of hardware troubleshooting skills, including both desktop and server hardware. • Evidence of software troubleshooting skills, including experience of Windows 10 and Windows Server 2012/2016/2019. • Strong ability to use basic applications such as Microsoft Office Word, Outlook, Excel and PowerPoint to include the production of professional documents.	• Infrastructure experience; ideally including Windows / Active Directory / DNS / DHCP configuration. • Experience of networking hardware & software handling, configuration and management. • Firewall configuration and maintenance. • Routing & Switching Experience. • Service Management (ITIL) experience and or appreciation.

		• Virtualisation technologies, notably Hyper-V. • VOIP telephony experience. • Experience of Apple desktop operating systems and any relevant MDM. • Knowledge of industry standard antivirus and backup software. • Knowledge of user / desktop management and deployment using SCCM.
Skills/Aptitudes	• Ability to acquire new skills quickly with evidence of transferable skills. • Understanding of the need for confidentiality and discretion. • Good organisational, communication, presentational and interpersonal skills – with the capability to communicate concisely and effectively equally well with fellow engineers, non-technical colleagues and with members and/or customers alike. • Strong communication skills both verbal and written. • Innovative thinker – ability to turn customer requirements into workable solutions. • Process orientated. • Ability to adapt to new situations, solve problems, and develop new skills.	

	• Self-motivation and determination with the proven ability to multitask, organise and prioritise workload while having to work under pressure and to deadlines. • Excellent attitude to client service (end user). • Strong team work ethos and ability to work in team. • Keen attention to detail. • Ability to research for information and resources. • Seeks continuous improvement for the service user. • Highly organised, methodical, and tenacious. • Flexible attitude and emphasis on prioritisation of workload. • A keen desire to provide an IT environment which supports develops and enhances the learning of all our students. • Keen interest and passion for continual professional development in technical expertise and also service management/delivery. • Self-motivated and able to work on own initiative.	
Other requirements	• Commitment to undergo further training and development as appropriate. • Willingness to undertake an Enhanced DBS Disclosure.	• Strong record of personal and professional development.

	• Willingness to contribute to IT training course planning and delivery (e.g. in conjunction with rollout of new operating systems / applications). • A desire to contribute to the development of the Colleges & MAT.	
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Date: February 2022