JOB DESCRIPTION

POST TITLE: IT SUPPORT TECHNICIAN
POST NUMBER: WREQ4345
GRADE: HAY 9

JOB PURPOSE
A primarily customer facing role, responsible for the installation, support & development of the IT provision at Weston College.

KEY TASKS/DUTIES

- To co-ordinate and assist with the installation, repair & maintenance of college computer equipment and peripherals.

- To co-ordinate and assist with the installation & configuring of network equipment and software.

- To co-ordinate and assist in the operation the IT helpdesk service offering advice and guidance via the telephone or on site and to log the call using the IT software database.

- To help maintain security measures to minimize/eliminate potential abuse of IT systems.

- To help maintain an accurate IT asset list of hardware and software licenses to meet audit and legal requirements.

- To assist with the generation of department procedures for disseminating knowledge on repair & installation of equipment/software.

- Liaise with relevant outside agencies to solve IT issues & implement recommendations.

- To issue & record delivery of consumable items (i.e. disks, toners) as directed.

- Ensure that IT equipment and work areas are kept clean and tidy and meet health & safety guild lines at all times.

- Keep up to date with software applications and new technology.

- To have a working knowledge of, and comply with, the Data Protection Act.

- Carry out such other duties as are required and as are commensurate with the grade of the post.

- Complying with Information Security requirements, in line with Weston College policy.

SUPERVISORY RESPONSIBILITY
None.

SUPERVISION RECEIVED
Day to day supervision will be received from the IT Customer Services Manager. Overall supervision will be received from the Head of IT.

CONDITIONS OF SERVICE
The College standard Contract of Service for Support staff applies.

SALARY
Hay 9 Scale, Points 22-26:   £21,277.00 - £24,102.00 per annum.

HOURS
Hours of attendance: 37 hours per week.

Annual leave: 281.5 hours per annum, inclusive of statutory bank holidays.

The College reserves the right to direct up to 5 days of your annual leave entitlement for efficiency purposes.

SPECIAL NOTES & CONDITIONS
You will be required to work evenings and occasional weekends as directed by your Line Manager to meet the needs of the service. To work as a flexible member of the IT Customer Services Team.

Weston College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at grade 4 / C or above (or equivalent), including Mathematics and English. *All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English or be willing to undertake the qualification whilst in post (with the assistance of the College).*	✓	
A passion and drive to work within the IT sector	✓	
An appropriate technical qualification e.g. NVQ 3, BTEC National or Higher Award.	✓	
3 years' experience of providing excellent customer service within a technical IT related role.	✓	
Excellent knowledge of Microsoft products, including modern Windows Server and Client Operating Systems, and Office Productivity suites including Teams.	✓	
Good basic Network skills including Cisco.		✓
Experience of creating and deploying software images within a large network.	✓	
The ability to work as part of a team to deliver a high-quality service.	✓	
Excellent interpersonal skills.	✓	
The ability to work under pressure, as part of a team or alone and to be able to keep calm when dealing with customers & show good customer liaison skills.	✓	
Good Audio-Visual Skills to include support for Smartboards, Smart Screens, Interactive Digital Display Screens, Projector Systems, Basic Audio Systems.	✓	
Audio Visual Skills – Blended Learning environment with Microsoft Teams (part of the new Digital Agenda).		✓
ITIL Knowledge or experience.		✓

JOB DESCRIPTION

IT DEPARTMENT OVERVIEW

The Head of IT leads a dynamic IT Department which comprises of 3 teams:

- IT Customer Service Team (6)
- IT Analyst Team (3)
- IT Development Team (2)
- IT Analyst (1), Prisons.

The IT Department is responsible for all IT hardware, software and IT services available to learners and staff across all College Campuses.

The Network comprises of the following:

- 4 Main Campuses (5 satellite sites & 20+ Prisons sites in the SW/SE)
- 3500+ Computers including Laptops, Tablets, iPhones and 400+ Apple MACs)
- 30,000+ User Accounts
- 100+ Servers (including over 60 virtual servers)

The College runs a wide range of software including site licences of

- Windows 10 64-bit Education
- Windows Server 2012 R2, 2016 & 2019.
- Mac OSX 10.15 +
- Microsoft Office 365 – OneDrive,
- Microsoft Teams
- Adobe CC 2020
- SharePoint Online
- Exchange Online
- Tribal EBS 4.3 plus

Statistics

- 200 – 250 x Incidents per month resolved
- 150 x New/Change requests per month processed
- 3,500 x Computers supported – PCs, Laptops, Tablets etc.
- 270 x Software Applications Managed