ROLE PROFILE

General Details	
Job Title	**Desktop Support Technician**
Vacancy Number	**VN420**
Department	**IT**
Reporting to	**Director of IT & Technology**
Responsible for	**No direct reports**
Place of work	**Telford College**
Tenure	**Full Time**
Hours/FTE	**37 hours per week**
Salary	**£19,675.00**
Terms & Conditions	**Business Support**
DBS	**Enhanced**
Closing Date	**23rd August 2019 at 9.00 a.m.**
Interview Date	**w/c 26th August 2019**

Moral Purpose – Students first – a belief that all students can achieve and an unwavering commitment to pursue achievement for all.

The Post

The post holder will be responsible for the continual operation and maintenance of hardware and software throughout Telford College.

Main Duties and Responsibilities

The successful applicant will be expected to:

- Participate in the IT helpdesk rota on a weekly basis.

- Maintain all College hardware ensuring it remains in a serviceable condition.

- Report/diagnose/record and resolve all College hardware and software faults.

- Create and install software packages to run under College operating Systems.

- Install and test College purchased computer hardware and other peripheral devices.

- Assist the Line Manager and IT Team in specific project related tasks.

- Assist the support of all College Apple Macintosh equipment.

- Ensure that all assets are recorded.

- Maintain and update your knowledge and experience through attendance at courses, conferences, exhibitions and staff development programmes.

- To give assistance (if required) at College functions, such as open evenings, enrolment etc.

- Trained in First Aid and providing First Aid support on a rota basis.

- To undertake any other such duties commensurate with the grade of the post as may be requested of you by your Line Manager at your initial place of work or at any other premises which the Corporation currently has or may subsequently acquire.

- To know and abide by the health and safety rules within the College and be aware of good practice in the working environment.

Other Corporate Responsibilities

- Reflect the vision, mission, aims and values of the College.

- Always strive for continuous improvement in your professional practice and delivery of outcomes.

- Participate in the College's appraisal process and engage in continuous professional development.

- Be compliant with Data Protection Act arrangements and confidentiality.

- Identify the financial, health and safety, equality, safeguarding, confidentiality or other risks associated with the post's sphere of responsibility and to define and take positive action to manage these risks.

- Carry out such other duties as may reasonably be required from time to time.

- Carry out all the duties in the context of the practical application of the College's equal opportunities policy, child protection and safeguarding policy and acting responsibly at all times in order to maintain the health and safety of yourself and others.

This role profile is current as the date shown. It is liable to variation to reflect changes in the job.

PERSON SPECIFICATION

	Essential	Desirable	Evidence
1. Level 3 IT qualification.	✓		A/C
2. Previous experience in 1st Level ICT Support.		✓	A/I
3. Good level of technical awareness and diagnostic skills.	✓		A/I/T
4. Significant level of knowledge and experience in the use and support of Windows technologies.	✓		A/I/T
5. Skills and experience in the installation, maintenance and use of Apple Macintosh technologies.		✓	A/I/T
6. Significant knowledge and experience of supporting hardware and software, including telephony equipment, in a technical support role.	✓		A/I
7. Good attention to detail.	✓		I/T
8. Methodical and efficient approach to work with the ability to meet deadlines.	✓		I
9. Excellent interpersonal and communication skills, both written and verbal, with the ability to communicate effectively with staff at all levels and establish and sustain positive relationships.	✓		A/I
10. Understanding of the role of ICT in meeting the business needs.	✓		A/I

11. Ability to develop and maintain effective partnership working.	✓		A/I
12. Willing to work flexibly and outside of normal office hours – this could include early starts on a rata basis and evening and weekend work.	✓		I
13. Able to travel to various locations within the UK.	✓		A/I
14. An understanding of and commitment to diversity and equality of opportunity.	✓		I
15. Knowledge and/or competencies of health and safety as relevant to the post and a commitment to safeguarding the health and safety of learners and others.	✓		I
16. Level 2 qualification (GCSE A* - C, or equivalent) in Maths and English or a willingness to attain these qualifications with the support of the College.	✓		A/C

ADDITIONAL INFORMATION

Conditions of Appointment

All Appointments to the College are subject to:
- Verification of relevant qualifications
- Receipt of references considered suitable by the College
- Verification that you are legally permitted to work in the United Kingdom
- Disclosure & Barring Service (DBS) Checks

The College's policy is to have an enhanced disclosure check for all posts. As an organisation using the Disclosure & Barring Service (DBS) to assess applicants' suitability for positions of trust, the College complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed. The College has a written policy on the recruitment of ex-offenders which is available from Human Resources.

Equality and Diversity

The College is an equal opportunities employer and encourages applications from all sections of the community.

The College welcomes applications from persons with disabilities and will interview any person with a disability who meets the essential criteria for the role as outlined in the person specification.

Safeguarding

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

Location

The postholder will be required to carry out their duties on the College premises.