Newton Abbot College
Imagine what's possible ...

JOB DESCRIPTION

Post Title: IT Technician

Salary Grade: Scale 3/4

Contract Type: Permanent, Term Time **or** All Year Round

Responsible to: ICT Services Manager

Role Description

As a member of the College's support staff, to provide a comprehensive and effective IT support service to ensure the smooth and efficient running of systems and provide a high quality, customer focused service to users including staff, students and external parties. To ensure proficiency in the core business operations, enabling student learning to remain at the centre of everything we do. Ensuring 'best value' and compliance with the appropriate procedures and policies at all times. As a key member of the support team to work collaboratively with colleagues to achieve the College's objectives.

Key Responsibilities

- To support the maintenance of IT systems and resources to the College and external parties
- To be responsible for the servicing and maintenance of devices, e.g. PCs, laptops, tablets and printers
- To act as a contact point for IT support requests
- To assume responsibility for the maintenance of essential IT systems in the absence of the ICT Services Manager and Assistant Network Manager
- To assist with the maintenance of the Wi-Fi network
- To use the College Helpdesk system to manage workload and prioritise tasks
- To offer technical support to selected primary schools within the terms of their agreements
- To help train staff in basic computer usage including setting up and training in application software
- To liaise with external support agencies, e.g. ScoMIS and suppliers
- To liaise with external suppliers for the repair of equipment
- To maintain an inventory of equipment

Hardware

- To assist in the moving, installing and configuring of hardware, including printers, computers, servers, cabling and peripherals
- To maintain hardware, carrying out daily checks on computer suites and repairs as required
- To respond to requests for support with use of hardware

Software

- To install and configure software applications onto networks and standalone machines
- To assist with the management of access for students and staff on the relevant networks
- To respond to requests for support with use of software
- To assist with the development and operation of Virtual Learning Environments e.g. Moodle
- To assist with the development and operation of websites
- To carry out data entry e.g. course contents and uploading of photographs into the VLE

Primary School IT Support

- To manage, service, upgrade and repair Network and Server Infrastructure
- To manage and maintain Domain Infrastructure, Operating Systems, Licencing and Deployment Technologies
- To manage Local & Remote Data Backup Management
- To liaise with external contractors and suppliers as required
- To undertake management, repairs and upgrades of printers, copiers, security, CCTV, software and hardware within partner Primary Schools as part of the Service Level Agreement
- To carry out Remote Access Implementation & Management as required
- To plan future updates in liaison with school staff
- To test future implementations using a Virtual Environment before applying to a live Network

Security/Health and Safety

- To be fully aware of all relevant safety and security procedures
- To assist in ensuring all equipment meets Health and Safety standards
- To support the security of data and equipment
- To implement policies on network and internet use and take appropriate action when necessary

Support team

- To support the achievement of the College's objectives by working proactively with colleagues on projects or activities outside direct area of responsibility as required

Other Duties

- To follow the College's ICT policy for safe use of ICT
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the college's safeguarding policies
- To comply with legislation, policies and procedures relating to confidentiality and data protection, reporting any concerns to the appropriate person
- To work in compliance with the Codes of Conduct, Regulations and policies of the College and its commitment to equal opportunities
- To comply with the College's Health & Safety policy and statutory requirements as detailed in the Health & Safety at Work manual
- To undertake any other duties not detailed above, commensurate with the level of the post
- To undertake training and personal development as and when identified by Line Manager

This is not an exhaustive list of duties; they may be varied from time to time without changing the general character of the job or the level of responsibility. A high degree of flexibility and adaptability is an important element of this role.

This is a description of the role as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Signed: …………………………………………….   Date: …………………………………………….

Signed: ……………………………………………   Date: …………………………………………….
<div align="center">Principal</div>