

Job Description

Post:	IT Technician
Salary Grade:	Band
Responsible to:	Head of IT Services
Responsible for:	IT Services

Key Purpose

To provide technical support, guidance and advice to staff and students across college on hardware, software and associated peripherals in a highly professional manor.
To install and maintain hardware or software across college ensuring hardware is in full working order.
To be initial primary point of contact for specific departments when dealing with IT Services.
To ensure all requests are logged in an accurate and complete manor.
To assist and support staff and students as and when IT problems occur.
To provide excellent levels of customer service when dealing with requests from staff or students, ensuring complete resolution of any requests.

Duties & Responsibilities

A	To participate in key College processes as required.
B	To act at all times in accordance with College policies e.g. Health and Safety, Equality & Diversity, Inclusion and Quality Assurance.
C	To work flexibly in the interests of the organisation as required
D	To participate in performance reviews and to undertake staff development activities as appropriate.
E	To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults you are responsible for, or come into contact with.
F	To provide support to all users of college IT systems in response to any reported request or fault, for any equipment within the remit of IT Services, including but not limited to; PCs, software, printers, phones, projectors, network hardware, CCTV etc.
G	To provide proactive and reactive maintenance of any hardware or software within the remit of IT Services.
H	To take ownership of user problems or faults, diagnose the resolve the issue to the user's satisfaction, either remotely or physically. Escalating internally as required to ensure timely resolution
I	To respond to requests in a timely and professional fashion ensuring all faults or requests are logged, maintaining accurate records of support activity in relation to faults or installations
J	Provide support and assistance for online examinations as and when required.
K	Support other team members as required, including but not limited to such tasks as; management of user accounts, backup maintenance, anti-virus checks
L	To carry out any other duties commensurate to the post as required.

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Safeguarding, Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign the job description:

Date:

Name of the post holder:



Person Specification

	Essential			Desirable	
Qualification	1	Level 3 qualification or willingness to achieve within a specified time.	Application / Certificate	A Degree or equivalent qualification in IT or Computing or a related discipline	Application / Certificate
				B Microsoft, CompTIA, ITIL Foundation professional certification	Application / Certificate
				C Vendor neutral cybersecurity fundamentals such as CompTIA Security+	
Professional Development	2	Evidence of ongoing professional development with current and emerging technology relevant to FE (cloud, cybersecurity, device management).	Application		
Experience	3	Experience of providing an IT support service. Preferably within a large organisation using a ticketing system.	Application/ Interview	D Experience of working in a college environment.	Application
	4	Experience of working with desktop and mobile operating systems including MDM systems such as SCCM and InTune.	Application/ Interview	E Experience of working with an IT support team.	Application/ Interview
	5	Experience working with Microsoft Office products.	Application/ Interview	F Experience working with Active Directory	Application/ Interview
	6	Experience of undertaking general maintenance of IT equipment.	Application/ Interview	G Experience working with Azure.	Application/ Interview
Knowledge	7	Proven knowledge of desktop operating systems, cloud services and endpoint software.	Application/ Interview	H Knowledge of Microsoft Server operating systems	Application/ Interview
	8	Proven knowledge of PC and printer hardware.	Application/ Interview	I Knowledge of Office 365	Application/ Interview
	9	Good knowledge of networking concepts and hardware.	Application/ Interview	J Knowledge of Azure/Entra	Application/ Interview

Skills/ Qualities	10	Excellent interpersonal and Communication skills.	Application/ Interview	
	11	Customer focused attitude.	Application/ Interview	
	12	Professional approach with staff or students.	Application/ Interview	
	13	Ability to work on own Initiative.	Application/ Interview	
	14	Able to keep calm in difficult situations.	Application/ Interview	
	15	Able to work effectively and Efficiently.	Application/ Interview	
	16	Ability to build good relationships with students, staff and suppliers.	Application/ Interview	
	17	Flexible approach to work.	Application/ Interview	
	18	Ability to plan and organise workloads.	Application/ Interview	
	19	Ability to work as part of a team.	Application/ Interview	
	20	Able to diagnose a problem, escalating where necessary.	Application/ Interview	



Other	21	Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with children/ vulnerable adults	Application/ Interview	
	22	Commitment to college policies i.e. Health & Safety, Equality & Diversity, Inclusion and Quality Assurance	Application/ Certificate	
	23	DBS Check acceptable to college will be undertaken for successful applicant	Application/ Appointment	

