JOB DESCRIPTION AND PERSON SPECIFICATION

Job Description – Position: IT Technician Grade - Level 2

The IT team is responsible for the provision of an effective and responsive technical support service to IT users across the college, and for the development of a reliable, resilient IT infrastructure to support the needs of the college.

1.1 To report to and work closely with the wider IT team supporting the development, implementation and continuous improvement of the IT Services across the college.

1.2 To support teaching staff in the development and education of pupils including the provision of specialist skills as appropriate.

1.3 To on occasion as required, work outside of standard office hours which may include evening and weekend work.

2 **DUTIES AND RESPONSIBILITIES:**

Support for the Wider IT Team

2.1 To assist in the delivery of IT services across the college.

2.2 Monitoring, troubleshooting and maintaining the hardware and software on devices

2.3 Installing, configuring and deploying the hardware and software on new devices

2.4 Working with core server components such as Active Directory, Group Policy, Deployment Services and Anti-Virus software.

2.5 Maintaining the hardware, software, network and AV devices of the college.

2.6 Building and supporting new and current equipment including the appropriate access.

2.7 Reimaging computers as required.

2.8 Maintain a positive and tidy working environment.

2.9 To stay in touch with technology developments and feed news to the team.

2.10 Having a working knowledge of and maintaining peripheral devices.

2.11 To work pro-actively and effectively manage and prioritise own workload.

Person Specification

Unless otherwise stated the method of assessment is application form or interview.
T = Test/Exercise, P = Presentation

EXPERIENCE
(Relevant work and other experience)

> **ESSENTIAL**

- Working with IT hardware and software either professionally or out of personal interest.
> **DESIRABLE**

- Previous work experience in an IT setting
- Previous experience supporting users
- Previous experience working in an education environment
- Experience in working on a windows network

SKILLS AND ABILITIES
(E.g. Network knowledge, dealing with end users)

> **ESSENTIAL**

- A strong desire to pursue a career in IT.
- A good standard of education particularly in English and Mathematics.
- Competence in using office applications.
- Strong communication skills, both written and verbal English.
- Ability to establish positive relationships with users and empathise with their needs.
- Active listening skills and an ability to ask relevant questions.
- Able to think quickly and respond to user issues fast.
- Ability to work well independently and pro-actively.
- Ability to work effectively and supportively as a member of the college team.
- Willingness to go above and beyond to complete a task.
- Eagerness to learn and research solutions to complete tasks.
- Reliable and punctual.
- Polite, friendly and flexible approach to work.
- Able to listen to and follow instructions effectively.
- Keep calm and professional at all times.

> **DESIRABLE**

- Studied an IT based subject at college or college.
- Be able to communicate with students and staff at all levels.
- A good sense of humour.
- Good understanding of Windows operating systems.
- A basic understanding of a domain environment.

TRAINING

- Willingness to participate in further training and developmental opportunities offered by the college and county, to further knowledge

EDUCATION/QUALIFICATIONS

NB Full regard must be paid to overseas qualifications

- GCSEs (or equivalent) including English and Maths at grade C/4 or above.

OTHER

- Willingness to maintain confidentiality on all college matters