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**MOULTON COLLEGE – JOB DESCRIPTION**

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**Job Title:** IT Services Technician

**Department:** Information Technology

**Hours:** 37.5hours per week. Weekend and evening working may be required when business needs demand.

**Responsible to:** Network Development & Services Manager

**Reports:** n/a

**Salary / Scale:** Support Spine - Band 6 (£20,955.00 - £21,988.00 per annum) dependent

on skills/experience

**Date of Issue:** April, 2022

**Organisation Chart:**

Network Development & Services Manager

Senior IT Services Technician

IT Services Technician

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1. **Aims and Purpose of the Post**
   1. To ensure the smooth operation of the College’s IT networks.
   2. To provide a high quality support service to Teaching and Support Staff, Students and other users of the College’s IT networks
   3. To provide support and ticket management via the IT helpdesk ticketing system
   4. The installation and maintenance of a range of software and hardware.
   5. The identification of requirements for the continued development of the IT systems.
   6. Perform assigned duties and tasks associated with information security and the related policies
   7. Represent IT Services in a positive manner across the college
2. **Specific Responsibilities**
   1. Using the helpdesk system provide support to all users, resolving issues quickly and efficiently. Identifying recurring issues, and their long term solution.
   2. Install, maintain and configure IT Hardware, including PC’s, Servers, Thin Clients, Classroom IT equipment, networking devices, IP telephones and printers.
   3. To install and maintain a range of software for use by staff, students and other College clients.
   4. Install and test new software as directed.
   5. Configure and test application and operating system deployments using the College’s management tools
   6. To undertake proactive maintenance and monitoring across the IT estate and networks.
   7. Proactively identify opportunities and methods to simplify and/or automate processes
   8. Manage incoming helpdesk requests, assign priorities, and ensure SLA’s are met
   9. Escalate issues to the Senior IT Services Technician and/or Network Development & Services manager when resolutions are
   10. Communicate confidently and effectively with users at all levels
   11. To identify and report recurring network/software issues/trends to the Network Services and Development Manager.
   12. To report potential and actual breaches of information security to the Network Services & Development Manager.
   13. To ensure that the documentation relating to IT in the College is maintained in good order.
   14. To customise standard software to meet specific internal requirements.
   15. To assist in the maintenance and sustainable development of resources and commercial activities.
   16. To attend both day and evening meetings, courses, etc. considered to be of benefit to the College and the individual.
   17. To promote and adhere to the College’s Safeguarding Policies and Procedures.
   18. To promote and adhere to the College’s Health & Safety Policies and Procedures.
   19. To manage student conduct in accordance with College policies.
   20. Promote the welfare of young people and vulnerable groups in all aspects of College life and to ensure safeguarding arrangements are adhered to at all times.
   21. The active promotion of and commitment to best practice in equality, diversity & inclusion.
   22. Contribute and demonstrate fully and at all times the positive promotion and role modelling of the College core values, generic competencies and professional behaviours expected of all staff employed by Moulton College.
   23. Undertake any other duties as required by the Principal and as may be reasonably expected commensurate with the post. This may include either the temporary or permanent re-deployment to an equivalent grade of post within the organisation.
   24. To manage student conduct in accordance with College policies.

This job specification represents the major tasks to be carried out by the post holder and identifies the level of responsibility at which the post holder will be required to work.   In the interests of effective working the major tasks may be reviewed from time to time to reflect the changing needs and circumstances.  Such reviews and any subsequent changes will be carried out in consultation with the post holder.  All members of staff are appointed to the College as a whole and may reasonably be asked to undertake similar or related duties in an operational or curriculum area other than that to which they were originally appointed.

Core Benefits;

Local Government Pension Scheme Health Cash Plan (subject to conditions)

33 days holiday (inc bank/public holidays) \*\* 10% discount on College courses

On-site Gym Free on-site parking

Subsidised catering

(\*\* Pro rata for part time)

I confirm my acceptance of the role as outlined above and agree to apply myself fully to the responsibilities of the post.

Signed (Employee);……………………………… Date;………………………………

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| --- | --- | --- |
| **POSITIVELY PROMOTING EQUALITY, DIVERSITY & INCLUSION** | | |
| Person Specification – IT Services Technician |

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Minimum of grade C in GCSE Maths and English Language (or equivalent) | X |  |
| Commitment to and evidence of CPD | X |  |
| Microsoft / COMPTIA / VMware Certifications |  | X |
| **Experience & knowledge** |  |  |
| Experience of working in a similar role | X |  |
| Experience of providing varied system support | X |  |
| Experience of providing desk side support | X |  |
| Expert Knowledge of Windows desktop operating systems | X |  |
| Knowledge of Windows server Operating systems | X |  |
| Awareness of GDPR and Information security best practice | X |  |
| Knowledge of Microsoft Network Technologies  (AD, DNS, GPO, DHCP, Exchange, SQL etc.) | X |  |
| Experience of providing user support remotely and in person across multiple sites | X |  |
| Experience of SCCM / Microsoft Endpoint Manager |  | X |
| Working knowledge of virtualisation (VMware preferred) |  | X |
| Knowledge of Office 365 Administration & Support | X |  |
| Scripting & Automation Skills in PowerShell |  | X |
| Experience of Working with, or Supporting SharePoint Online |  | X |
| Awareness of different levels of ability and confidence of service users when using IT | X |  |
| **Personal Attributes** |  |  |
| Flexible approach to work to allow for evening and weekend working. | X |  |
| Ability to work well under pressure | X |  |
| Excellent interpersonal skills | X |  |
| Demonstrate a customer centred approach | X |  |
| Full driving licence and willing to travel as and when required | X |  |
| Ability to use own initiative and possess a “can do” attitude | X |  |
| Self-starter and solution orientated | X |  |
| Appetite to learn new skills and technologies | X |  |
| Work as part of a team and independently | X |  |
| Logical and systematic approach to resolving problems with high attention to detail | X |  |
| **Safeguarding** |  |  |
| Satisfactory enhanced DBS disclosure | X |  |
| Displays awareness, understanding and commitment to the protection and safeguarding of children and young vulnerable adults. | X |  |
| Commitment to policies on child protection, health and safety, confidentiality, student behaviour / discipline and equal opportunities | X |  |

**NOTE;**

All candidates will be asked for proof of their eligibility to work in the UK during the interview and selection process. Tier 2 Certificates of Sponsorship are restricted by the UK Visas & Immigration Services and the position advertised above is unlikely to qualify for sponsorship. We are therefore unable to consider applications from candidates requiring Tier 2 immigration status to work in the UK at this time. For further information please visit the UK Visas & Immigration Services Website.