Department and Post Details

IT Support

An exciting opportunity has arisen for an enthusiastic and appropriately qualified / experienced IT Technician to join a well-established department. The department is currently reviewing its service provision in line with the college's aim to ensure it meets the best possible student and staff experience.

In light of this we wish to give candidates the opportunity to tell us what they could bring to support both the department and the college's ethos and customer focussed development needs going forward

Department

Aquinas College moved into a brand new building approximately 15 years ago which included all new network infrastructure and display systems. The network supports around 2000 endpoints including PCs, Chrome Devices, Tablets and Laptops as well as BMS and camera systems.

We currently run a Microsoft server domain with email running on office 365 and we run Teams for Business phone system. On the desktop, we run Windows 11. For printing, a Papercut print management system is in place. Teaching rooms are fitted with projectors and 65 inch touch screens. The college has invested heavily in the google classroom environment to support learning.

Service Purpose

Support core network and infrastructure. Maintain desktops, printing, display systems and telephones. Install software and keep desktop OS up to date. Provide a help desk facility to staff and students. Support various cross college systems. Ensure the system is fully protected in case of disaster.

1. CORE NETWORK AND INFRASTRUCTURE: MAIN CAMPUS: To maintain the functionality and reliability of the college's core network infrastructure.

2. TELEPHONY: To update the telephony system to a Lync based system maintain core functionality.

3. DESKTOP AND PRINTING RELIABILITY: To maintain the desktop machines and print services.

4. SOFTWARE INSTALLATION: To keep college and departmental software working and up to date

5. DESKTOP SUPPORT: To support all users across the college by providing an effective desktop support service

6. DROP-IN MANAGEMENT AND SUPPORT: To support the college in maintaining order in the dropin areas

7. CROSS COLLEGE PACKAGES SUPPORT: To provide basic support to cross college packages ensuring the systems work and are up to date

8. BACKUPS & DISASTER RECOVERY: To maintain reliable backup systems

9. SYSTEMS DEVELOPMENT: To provide database and server support to the development of the college's in-house software systems.

Staffing Structure

To support this Aquinas College has a network team of six: an IT Manager, Network Manager, Network Administrator, three IT Technicians on the helpdesk and the currently advertised IT Technician role.