

Job Description

Post	IT Support Technician
Department	Central Services Division IT Support
Responsible to	IT Manager
Working closely with	IT Support team
Hours	37 hours per week Mon-Thursday 8.00 am - 4.00 pm & Friday 8.00 am - 3.30 pm Occasional evening/weekend cover
Work pattern	Full Year

Key Purpose:

To provide an efficient and effective help desk support system for the college IT network.

Duties and Areas of Responsibility:

Core Duties	
1	Providing a first line technical assistance to all users by assisting students and staff with operating problems.
2	Investigating reported software faults and taking appropriate action to get the package up and running.
3	Fostering good working relationships between team colleagues, students and college colleagues.
4	Supporting and maintaining the Drop-in centre.

User Support	
1	Assisting students and staff with operating problems.
2	Supporting staff and students in the use of cross college software packages including the Microsoft office suite.
3	Ensuring that printing facilities are constantly running in all areas. Monitoring and maintaining the print services, maintaining stock and ordering consumables.
4	Providing college wide support for display systems.
Desktop / Hardware Support	
1	Investigating reported software faults and taking appropriate action to get the package up and running.
2	Ensuring that all hardware within the college is operational and complies with all current safety requirements. If faults are detected to be responsible for the correction of such faults either by the post holder or authorised engineer.
3	Creating and updating computer users as required.
4	Assisting in the maintenance of the jobs database by logging all incoming jobs.
5	Installing new hardware as appropriate, including patching the network ports.
6	Supporting remote software installations.
7	Installing and maintaining the mac clients.
8	Unpacking deliveries and undertaking installation requirements.

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Budgets & Resources	
1	Identify resource needs within your area and ensure the most cost-effective use of budgets.
2	Comply with all financial procedures, particularly in relation to ordering processes.
Environment and Facilities	
1	Maintain a clean, healthy, safe working environment by consulting with facilities staff and complying with appropriate legislation or college policies/procedures.
Quality & Reporting	
1	Support quality control procedures and customer feedback monitoring in line with plans and targets.
2	Report to appropriate colleagues on possible strategies for service development delivery
General (including Personnel & Relationships)	
1	Support performance management procedures and be an active participant in appraisal.
2	Engage in continuing professional development by attending relevant meetings and training sessions, within college or externally.
3	Ensure all appropriate paperwork is completed in line with college requirements.
4	Ensure awareness and implementation of relevant legislation and college policies, particularly those relating to health and safety, equal opportunities, data protection and safeguarding and comply with requirements to safeguard and protect the welfare of children, young people and vulnerable adults.
5	Ensure all service policies and procedures are documented, clear and up-to-date
6	Engage with college staff to ensure an effective service delivery maintaining a professional attitude at all times.
7	Work effectively with the IT Support Team to ensure a professional service, operating timetable and duty rota.
8	Supporting the student journey through the college.
Other	
Any other responsibilities appropriate to the position.	

The duties are indicative of the requirements of the post. It is college policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate.

The above job description was agreed as detailed below:

Name of the Post holder:	
Sign:	Date:
Name of Line Manager:	
Sign:	Date: