

JOB DESCRIPTION

Post Title	ICT Support Technician (2nd Line Support)
Salary Scale / Grade	Scale 3
Hours/Weeks Per Year	37 per week, 52 weeks per year
Primary Workbase	Federation based (Carisbrooke, Medina & IIVI Form Campus)
Responsible to	Senior ICT Technician

Purpose

This post will assist the ICT Support and Development Team in the provision of an efficient, effective and customer focused service to support the strategic aims and day-to-day operation of the Federation.

Key Accountabilities

Desktop & Application Support:

- Assist in diagnosis and maintenance of hardware, peripherals and applications
- Assist in the provision of support of hardware, OS and applications based on user requirements

Server & Network Support:

- Assist in the implementation of network infrastructure to meet Federation requirements
- Install and assist in the administration of network components including switches, routers and bridges
- Install and assist in the administration of workstations, servers, wireless & Internet filtering systems for both local a remote services

Configuration & Installation:

- Assist in the administration, monitoring and testing of ICT equipment (including PAT) while assisting in maintaining the ICT inventory
- Assist in the implementation of the Federations procedure for asset disposal in accordance to WEEE

Continuity, Maintenance & Security:

- Assist in the administration of the Federations backup and virus protection procedures
- Observe and report back on security systems to protect hardware, data and confidential information

Support for Staff:

- Provide on-the-spot trouble-shooting support for staff so as to ensure the smooth running of day-to-day ICT use in teaching and administration
- Assist in the provision of second line support for more complex requests
- Contribute to the central support record for incident and problem logs

Internal Support & Arrangements:

- Contribute to the monitoring of progress against agreed service levels
- Assess needs, and recommend internal and external support arrangements and contracts required to ensure effective ICT provision throughout the Federation
- Advise on and assist in the management of licenses and warranties for hardware, software and web subscription, e-mail provision and Learning Platforms
- Assist in the procurement of ICT & AV products and services

Online Presence:

- Contribute to the development of Federation websites and learning platforms while assisting in the development of the Federations online presence

Personal ICT Competences:

- Actively seek to maintain and extend your own expertise in appropriate areas
- Develop your own expertise in specific user areas, as agreed, to provide advice and support

Educational Awareness and Support for Teaching and Learning:

- Regularly access key ICT education web sites to keep abreast of changes and developments
- Assist in the provision of training for staff

Health & Safety:

- Awareness of your responsibility for your own personal health, safety and welfare
- Awareness of your responsibility for the health, safety and welfare of others who may be affected by your actions or inactions

Other responsibilities:

- Provide additional support and any other reasonable tasks as required by the ICT Support and Development or Facilities teams.
- To follow and support college policies reflecting the college's commitment to high achievement and effective teaching and learning.
- To contribute to the maintenance of the college's ethos by expecting high standards from all of the students in both lessons and social times, and modelling these high standards personally.
- To ensure all duties and responsibilities are discharged in accordance with the college's health and safety at work policy.
- To promote and safeguard the welfare of children and young people you are responsible for or come into contact with.
- To undertake any other reasonable tasks as directed by the Headteacher.

Review:

This job description is subject to annual review and / or change at other times in response to identified needs. It is expected that the post holder will undertake additional duties, as required, and in agreement with their line manager, to operate in a flexible environment.

PERSON SPECIFICATION

QUALIFICATIONS AND TRAINING	Essential	Desirable	How Tested A – Application I – Interview T - Test
GCSE A-C in English or equivalent	✓		A
GCSE A-C in Mathematics or equivalent	✓		A
EXPERIENCE			
Experience of using Microsoft Server and Desktop Operating Systems	✓		A, I
Experience of using Microsoft Virtualisation and Cluster technologies (e.g. Hyper-V, App-V...)		✓	A, I
Experience of using and supporting Microsoft Desktop applications (e.g. Windows, Word, Outlook and Excel...)	✓		A, I
Experience of using PC, Mac and audio visual hardware	✓		A, I
Experience of supporting ICT in education or similar		✓	A, I
Excellent understanding of customer care principles	✓		A, I
KNOWLEDGE AND UNDERSTANDING			
Understanding of the main safeguarding principles		✓	A, I
SKILLS AND ABILITIES			
Good interpersonal skills with adults and children alike, particularly having a confident and pleasant presence	✓		I
Good non-verbal communication skills	✓		I
Good written communication skills	✓		A
Ability to work flexibly within a team	✓		A, I
Ability to prioritise, coordinate and organise work under pressure	✓		A, I
Ability to work on own initiative	✓		A, I
Excellent ICT skills	✓		A, I
PERSONAL QUALITIES AND ATTITUDES			
Ability to maintain high quality professional relationships with all	✓		I
Ability to be discreet and professional at all times, ensuring confidentiality is upheld	✓		I
Disposition consisting of the following attributes: conscientious, positive, calm, approachable and resolution-focussed.	✓		I
Willingness to participate in further training and developmental opportunities to further knowledge	✓		I