

Responsible to: ICT Support Manager

Reporting to: ICT Support Team leader

Grade: 5

Contract Status: Full Time

Hours of work: Full time

Date: August 2018

Role Summary:

The ICT Support Team is the central point of contact for all IT related incidents and service requests.

- To provide first and second line support services for all staff and students across
 all sites. This includes over the phone, through e-mail, remotely, in person (for
 walk-in customers) with a move towards self-service. To resolve support requests
 as well as meeting customer satisfaction and continuous service delivery
 demands.
- Troubleshooting issues with computer systems, including hardware and software, e-mail, network and peripheral equipment problems, along with making repairs and corrections as required.
- Contribute to the development plan and continuing improvement of the services provided by ICT Support.

Main duties:

- Assist in the supporting of the current mobile devices (including Apple iPAds and mobile phones) using a proprietary Mobile Device Management tool
- Be able to diagnose and resolve software and hardware incidents, including operating systems (Windows 7 / 10 and Apple MAC's) and across a wide range of software applications. This includes applying regular vendor specific security patches to software
- Create and delete new users, whilst managing the allocation of user space and reset passwords as appropriate
- To assist all our users with any logged IT related incident when called upon, accurately report and document requests using the IT Service Desk
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary
- Ensure file server storage is used effectively



- Perform installations, imaging, configurations, testing and upgrades to Windows operating systems and software, using standard business and educational packages; modify applications for use in specific departments when appropriate (Windows 7 / 10 Professional, Microsoft Office 2010 / 2013 Professional, Adobe software packages, Multi-Media software, Anti-virus software packages)
- Monitor security of data, including virus detection and updating of virus definitions
- Ensure the full operation of CCTV and access control systems, escalating unresolved problems when required
- Maintain security of all areas and server rooms when working within these areas
- To install and configure new IT equipment to the College standard ready for deployment
- To resolve incidents and upgrade different types of software and hardware including peripherals
- To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner, whilst maintaining excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.
- To be a highly motivated team player with the skills and ability to manage changing priorities
- Understand personal responsibility to adhere to relevant college policies and procedures as they relate to safeguarding and implement these to ensure vigilance at all times
- Present the college in the best light at all times and ensure that all areas of personal social media activity comply with standards laid down by the college and relevant outside agencies
- Undertake professional development and eLearning training to contribute to individual and College development as agreed through the College Performance Appraisal Scheme process, whilst keeping up to date with the latest technology and internal system processes
- Ensure compliance to the Financial Regulations of the College
- Positively promote equality of opportunity for staff and students
- Working within the Health and Safety at Work Act, the post holder has a legal
 duty to take reasonable care for Health and Safety both for themselves and others
 who may be affected by their actions. They are also required to undertake Health
 and Safety training appropriate with the level required by the post and to take
 part in risk assessment procedures and the implementation of agreed
 recommended work practices within the area
- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility

NB: There is a certain amount of lifting required in this role in order to relocate / update equipment across all sites



This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document not a set of conditions of service and it can be received at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct at 08/2018. It will be updated in consultation with the post holder as circumstances change.

PERSON SPECIFICATION: ICT Support Technician

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