Title:	**ICT Support Technician**
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 re-locate / 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

	Essential	Desirable	How Assessed
Education/ Qualification and Training			
Subject specific qualification at level 3 or above	x		Application and Certificate
A-C or 9-4 Level 2/GCSE or equivalent in English and Maths	x		Application and Certificate
Evidence of continuous updating of skills and Knowledge for a minimum of 2 years	x		Application /Interview
Experience			
Previous experience of working in an IT support role for a minimum of 2 years	x		Application /Interview
Basic working knowledge of network switches an wireless technologies	x		Application /Interview
Working knowledge of Microsoft Windows client operating systems (Windows 7/10) as well as various software packages including Microsoft Office and Adobe Creative Suite	x		Application /Interview
Working knowledge of Apple MAC client operating systems and Apple iPads		x	Application /Interview
Excellent IT skills and computer literacy	x		Application /Interview
Previous Experience within a customer service role	x		Application
Previous experience of working with students or within an educational environment		x	Application
Knowledge and awareness			
Good attention to detail and ability to show initiative	x		Interview
Ability to demonstrate practical troubleshooting and problem analysis techniques	x		Interview
Strong working knowledge of Windows automated deployment methods		x	Application /Interview
Knowledge of equal opportunities issues	x		Interview
Skills			
A passion for IT and Technology with an enthusiastic, thorough and methodical approach to problem solving	x		Application /Interview
Excellent communications and interpersonal skills	x		Application /Interview
Strong personal commitment to team working and the college	x		Interview
Commitment to achieving excellence through continuous self and team improvement	x		Application /Interview
Ability to prioritise, manage and perform under pressure to meet SLA's whilst working flexibly to meet department requirements	x		Interview