PETER SYMONDS COLLEGE	JOB DESCRIPTION

Job Title: **IT Services Technician**

Responsible To: **Head of IT Services**

Work environment:
To work as a member of the IT Services team, reporting to the Head of IT Services. The job will involve working at the Peter Symonds College sixth form site and the Adult and Higher Education Division (AHED) site as required. Some of the work will be undertaken as part of a team and other tasks will be completed alone.

The College has an extensive network of more than 2000 PCs/laptops and 120 servers covering more than 20 buildings at the main site and another one at AHED, about a mile distant. Our PCs all run Windows 10, whilst the servers run a mixture of VMware, Microsoft Server, and Linux OSs.

Main responsibilities:
1.   Provide 'front line' technical support service to all users of the College IT systems.

2.   Unpacking, configuring and installing new computers and other IT equipment.

3.   Helping to manage the data and telephone networks.

4.   Contributing to the staffing of the IT Services Help Desk.

5.   Security marking, securing of IT equipment and maintenance of the equipment database.

6.   Carrying out first level repairs of IT equipment.

7.   Installing and maintaining Curriculum and Administration software.

8.   Contributing to procedural documentation.

9.   Liaising with and helping users (in both Administration and Teaching areas).

10.   Maintaining network integrity and backups.

11.   Keeping abreast as far as possible with IT developments.

12.   To be responsible for ensuring a safe working environment by checking leads, cleaning screens, keyboards, mice etc

13.   Assisting in carrying out safety checks on IT equipment.

14.   Conforming to legal requirements, e.g. Data Protection Act, Abuse of Computers Act and software licensing agreements, and encouraging other users to do the same.

15.   Undertaking training as required.

16.   Prioritising the safeguarding of all students and participating in training on safeguarding matters.

17.   Contributing to the elimination of unlawful discrimination, harassment and victimisation; advancing equality of opportunity and fostering good relations between people who share a protected characteristic and those who do not.

18.   Any other duties that may be reasonably required.

Person Specification

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Essential requirements

- Level 3 IT-related qualification, or equivalent industry experience/professional qualifications.
- Good working knowledge of Microsoft operating systems and Office applications.
- Good working knowledge of PC desktop and laptop hardware.
- Good level of English and Mathematic skills.
- Excellent interpersonal skills to provide a service to users of all levels and abilities.
- Ability to work through problems methodically and with an attention to detail.
- Ability to work individually and as part of the team.
- A keen interest to learn and a helpful personality.
- Excellent written and verbal communicator, with the ability to communicate technical issues to non-technical staff and students.
- To display a commitment to the protection and safeguarding of children and vulnerable adults.
- To display a commitment to meeting the individual needs of each student; to respect diversity, advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

Desirable requirements

- Previous experience of customer service roles
- Previous experience of IT roles
- Previous experience of working with young people
- Experience of networking hardware, protocols and systems
- Full driving licence

Terms and Conditions

The working week is 37 hours: core working hours are 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.30pm on Friday. Some occasional evening working is required to support College Open Evenings or events, for which time off in lieu will be given.

Salary in the range £17,400 to £18,512 pa (pay award pending). 27 days leave plus bank holidays. Automatic membership of the Local Government Pension Scheme.