wqe | Wyggeston & Queen Elizabeth I College

JOB DESCRIPTION

JOB TITLE: Senior IT Technician

ACCOUNTABLE TO: IT Services Manager

JOB PURPOSE To assist in the provision of technical support to College IT users and with the installation and maintenance of IT software and hardware.

KEY RESPONSIBILITIES

- To participate in the operation of the IT-HELPDESK providing first-touch (1st line) support, ensuring that all contacts and their resolutions are fully logged.

- To participate in the provision of 2nd line support, ensuring all contacts and their resolutions are fully logged.

- To support the IT Technicians with their helpdesk tickets and project tasks.

- To undertake health checks of core systems, under the direction of the IT Services Manager, including the server rooms.

- To participate in the installation, maintenance and eventual removal of IT/AV software and hardware, adhering to College procedures.

- To participate in the continuous service improvement (CSI) of IT Services by following documented processes and contributing to the development and documenting of those processes; promoting ideas and suggestions; keeping up to date with college systems and services; undertaking (including organised training and self-guided study) to develop skills and accommodate flexibility within the team.

- To participate in the setup of IT/AV provision in support of college events.

- To be responsible for ensuring that the College has the necessary licenses for audio visual services.

- To offer help and guidance to College IT users.

- To comply with all appropriate internal procedures when installing or servicing equipment

ADDITIONAL ACCOUNTABILITIES

The post of Senior IT Technician will also hold accountability for either –

System Support and Software Patching

- To take responsibility for the administration, maintenance and development of specific IT systems and IT processes, either wholly or in part, as agreed with the IT Services Manager, including the provision of end user documentation and training as required.

- To take responsibility for the process of operating system patching and software application patching processes.

End User Support and Asset Tracking

- To provide day-to-day supervision of the IT Technician team, including prioritising, monitoring, and reporting of workloads, including both support tickets and project tasks.

- To work with the IT Services Manager on the design of the 1st and 2nd line support process and to be responsible for day-to-day delivery of the 1st and 2nd line support process, including the configuration of the support tool.

- To work with the IT Services Manager on the design of the asset management and purchasing process and to be responsible for the day-to-day delivery of the asset management process.

GENERAL RESPONSIBILITIES

- To ensure the adherence to the College's policies and procedures with regard to the safeguarding of, and promotion of, the welfare of students

- To ensure the application of the College's Single Equality Scheme including valuing diversity and promoting equality

- To implement the College's Health & Safety policy and procedures within the post holders own area of responsibility

- To support, promote and operate in line with the College mission and values

- Commitment to the continuous improvement of services offered by the College

- Any other reasonable duties commensurate with the role as required

NOTES

- The above job description outlines the key responsibilities. It is not exhaustive and the tasks associated with the key responsibilities can be expected to change over time

- The post holder will be expected to undertake such other duties, within the general scope of the post, as may be required from time to time by the Principal (subject to the terms of the postholder's contract of employment)

I have read this Job Description and the associated Contract of Employment. I believe that together with the other documents referred to therein they constitute an accurate statement of the terms and conditions of my employment

Signed:		Date:	

Attribute	Criteria	Method of Assessment
Education & Qualifications		
A good standard of general education, including GCSE English and Maths at Grade C/4 or above	Essential	Certs/App Form
A levels or equivalent Level 3 qualification	Essential	Certs/App Form
Relevant IT professional qualifications	Desirable	Certs/App Form
Experience, Knowledge & Abilities		
Experience working in an IT setting	Essential	App Form/Int
Excellent working knowledge of Microsoft Windows and Microsoft Products	Essential	App Form/Int
Knowledge and experience of Microsoft server systems	Essential	App Form/Int
Knowledge and experience of Active Directory and Group Policy objects	Essential	App Form/Int
Knowledge and experience of network fault finding	Desirable	App Form/Int
Experience of providing IT services within an education environment	Desirable	App Form/Int
Good analytical skills and problem-solving ability	Essential	App Form/Int
Good communication skills both verbally and in writing	Essential	App Form/Int
Effective planning and organisational skills	Essential	App Form/Int
Customer focused	Essential	App Form/Int
Ability to work effectively in a team as well as on own initiative	Essential	App Form/Int
Ability to work with colleagues and students in a friendly and professional manner	Essential	App Form/Int
Interpersonal Skills & Qualities		
Flexibility and resilience	Essential	Int
Open and approachable manner	Essential	Int
Calmness under pressure	Essential	Int