
Job Description for IT Helpdesk Technician

Responsible to: Trust Director of IT

Based at: New College Bradford

Paid on: Band E of the Support Staff Salary Scale

OVERALL PURPOSE OF THE POST

- To work as part of the Trust IT Team to provide a high quality, efficient and effective technical support service for staff and students in the Trust.
- Staff the IT Helpdesk at New College Bradford and deal with support calls, under the direction of the Trust Director of IT

MAIN DUTIES

- To provide first line technical support to staff and students by staffing the helpdesk; logging, updating and resolving calls in the helpdesk system including prioritising and solving problems, where possible and delegating support issues to other members of the team where appropriate.
- Trouble Shoot Microsoft System Centre, O365, Windows10, iMacs, solving problems such as video conferencing software, laptops, desktops and copiers in order to provide uninterrupted services to all users.
- Installation and maintenance of computers, printers, peripherals and network related equipment across multiple sites.
- Deal with day-to-day administrative tasks such as password changes, printer credit, toner replacement, projector bulb replacements etc.
- Perform daily checks on IT equipment.
- Ensure all Trust and college data is kept secure and integrity maintained.
- Supply and management of generic accounts for examinations, guest users etc.
- Maintain a learning environment in which students and staff can work effectively.
- Assist the IT Support Team with the purchase, installation and security of IT equipment where necessary.
- Ensure consumables are sourced and that stock does not run below the minimum requirements.
- Maintain accurate and up to date documentation and policies for all IT services.
- Undertake research and development of new technologies.
- Undertake project work to a pre-defined brief and produce documentation when required.
- Assisting in the maintenance of the IT assets Installing configuring and decommissioning of all IT assets.
- Management of on-site copiers, including reporting faults to the manufacturer and replacing toners.
- Installation and upgrading of software on administration network workstations regarding building.
- Set-up new hardware and software and ensure connectivity of networked workstations.
- Providing second line support and assistance to staff across the Trust in the use of IT.

All staff and senior post holders have a duty for safeguarding and promoting the welfare of young people. Staff must be aware of the Trust procedures for raising concerns about students' welfare and must report any concern to the designated officers without delay. Staff must also ensure that they attend the appropriate level of safeguarding training identified by the Trust as relevant to their role. The post holder's duties must at all times be carried out in compliance with the Trust's Equality and Diversity Policy, and the post holder must take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the Trust's responsibilities under the Health and Safety Act.

All staff are expected to support the achievement of the Trust's vision and strategic objectives and to demonstrate its values through their behaviour.

- Assisting students to use software and equipment effectively.
- Manage the ordering and recharging of consumables and other supplies and management of a subsection of the IT repairs budget.
- Report any faulty equipment to the appropriate person, i.e. log vendor support calls, and manage warranty issues.
- Assist with the purchase, installation and security of IT equipment, also managing the purchase of IT repair items, peripherals, printers and lower-value orders.
- Management, maintenance and deployment of updates - laptops, workstations and iMacs.
- Virus detection, protection.
- During the college holiday periods work as part of the IT Support Team by contributing to the general maintenance and installation of IT equipment in any academy/site within the Trust and as deployed.
- Undertake other duties as requested.
- Working across sites will be required at times to support the IT Department.
- You will be committed to safeguarding and welfare of children and young people.
- **You may be required to work up to 2 additional evenings to support Trust events.**

Please note this job has a Probationary Period of 6 Months and a Notice Period of 1 Month.

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Person Specification for IT Helpdesk Technician

There will be various opportunities for you to demonstrate you have the necessary attributes for this role such as through completion of the application form, at interview, during any tasks and through your provided references.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Relevant Experience	<ul style="list-style-type: none"> • Experience in the support and management of desktops and laptops. • Previous experience of networked printers and photocopiers. • Aware of current Network Issues, virus software management and security issues. • Experience of working in a customer care environment. • Evidence of ability to perform administrative tasks associated with running a Help Desk, e.g. - maintaining databases, support call management, monitoring and producing audit reports. • Demonstrable, good working knowledge of current versions of latest Windows OS and Microsoft Office. 	<ul style="list-style-type: none"> • Experience of managing active directory, group policies and Server Technologies. Experience of first line support on Windows 10, Office 365, Azure. • Server Technologies Server 2019. • Sophos Central, Anti Virus. • Knowledge VMware. • Knowledge Linux. • VOIP phone Systems. • Knowledge of Apple Mac, Desktops and Windows Servers. • Experience of Maintaining Moodle VLE. • IGEL Thin Clients. • Patching and cabling network points
Education and Training	<ul style="list-style-type: none"> • Good general standard of education, including a minimum of GCSE equivalent in Maths and English at Grade C or above. • Well-developed oral, written and interpersonal skills. 	<ul style="list-style-type: none"> • ICT qualification to Level 3 or above, e.g. – ECDL.
Special Skills and Knowledge	<ul style="list-style-type: none"> • Ability to work flexibly. • Good time management and organisational skills. • Ability to communicate at all levels. Ability to maintain high standards whilst working quickly. • Experience of working unsupervised. • Excellent problem-solving skills. • Ability to gather the relevant information about a support issue from non-technical staff and students. 	

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Personal Skills and Qualities	<ul style="list-style-type: none"> • Experience of working effectively as part of a team. • Experience of prioritising work under pressure. • Enthusiasm for the role. • Planned approach to own and work of others. 	
Additional Factors	<ul style="list-style-type: none"> • Good team player. • Commitment to continuous improvement and willingness to learn from experience and practice. • Commitment to equal opportunities and safeguarding. 	<ul style="list-style-type: none"> • Knowledge of Health and Safety issues. Desire to work in an educational institution with people in the 16-19 age range.

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