

JOB DESCRIPTION

POST TITLE: IT Services Technician

POST TITLE:

POST GRADE: Scale 4/5

RESPONSIBLE TO: IT Services Team Leader

1. **THE COLLEGE**

The sixth form college for South Oxfordshire and the Thames Valley, The Henley College attracts highly ambitious students from over 100 schools across Buckinghamshire, Berkshire and South Oxfordshire, thanks to its reputation, the quality of its courses and excellent transport links.

With over 40 high-achieving A Level and vocational diploma courses on offer, as well as apprenticeships and other opportunities, students are guided towards choosing the route that is right for them, taking into account their individual needs, aspirations and potential. Students are further challenged by the College’s Gifted and Talented Academy and enrichment offering, including the Extended Project and Sports Development Programme. Home to upwards of 1,800 full-time students, results are consistently high and compare favourably with more selective institutions in the area.

In 2010 Henley became the first college in the UK to be granted a change of status to become a sixth form college. It is also proud to be the only sixth form college in Oxfordshire, Berkshire and Buckinghamshire to be awarded the highest accolade in the post 16 sector, by the Department of Education.

**OUR VISION**

An outstanding sixth form college for all.

**OUR MISSION**

Supporting our students to achieve their best by providing the highest quality of academic and vocational teaching and learning.  An unrelenting focus on continuous quality improvement.  Promoting high expectations, providing excellent pastoral care, welcoming individuality and developing independence.

1. THE POST

The College’s IT Services unit is a cross-college support team which complements student learning programmes by providing access for students and staff to ICT resources. The IT Services team maintains a large network of Windows 2012 and 2008 servers, and operates a helpdesk for user support issues.

The IT Services Technician post provides frontline technical support for IT and Audio Visual (AV) resources. The post will involve working directly with staff and students in a first line support role. The person appointed is expected to have an interest in IT and AV, have experience of fixing minor PC issues as well as traditional AV equipment. The person must be able to support and aid the development of multi-media ICT based resources and to work with the IT Services team in the delivery of college wide ICT. Technical skills / abilities are important, but so is the ability to work well with people, as the varied range of tasks associated with this post will bring the post-holder into contact with a wide range of staff and students.

1. RESPONSIBILITIES AND DUTIES

* Basic diagnosis of OS/software/ hardware/cabling faults.
* 1st line helpdesk support for all PC, telephone, network, AV and peripheral related issues.
* Basic user account maintenance, i.e. password resets, user/mailbox administration, telephone extension assignment.
* To obtain the best quotes/offers on hardware and software and advise on purchasing requirements to facilitate the planning and development of projects.
* Maintaining room plans, process diagrams and asset inventories.
* Liaising with suppliers/service providers and monitoring on-site contractors.
* To support staff and students in the use of ICT equipment i.e. PCs, Tablets, AV, phones & printers.
* To operate an equipment loan service.
* To assist in the introduction of new technology to support learning.
* To provide ICT support for visitors and events outside of the curriculum, i.e. examinations, guest lectures, auditors, inspectors.
* To monitor, maintain and repair ICT equipment including audio visual equipment.
* Contributing to technical documentation and user reference material through the IT knowledge base.
* Co-ordinating and participating in cross training as required.
* To be involved in the student enrolment process. This will include work out of normal hours.
* Such other duties in keeping with the post as may be required by the IT & Systems Manager and the IT Services Team Leader.

**GENERAL RESPONSIBILITIES**

* To identify personal and professional staff development needs to meet the College’s Strategic and Operational Plan.
* To ensure continuous professional development (CPD) requirements as specified by the College and that may be identified during College processes, for example Appraisal.
* To participate in the College Appraisal Scheme.
* To be responsible for ensuring that the duties and responsibilities detailed in the College Health and Safety Policy are adhered to and carried out.
* To maintain awareness of the requirements of the College Health and Safety Policy.
* To read and apply the College Safeguarding procedures and to ensure that the duties and responsibilities detailed in the College Safeguarding Policy are adhered to and carried out.
* To read the College Single Equality Scheme and to act in accordance with statutory obligations under the equality duties and in compliance with current Equality and Diversity legislation.
* To ensure adherence to the College Data Protection Policy.
* To work to the College quality standards and systems within the context of the College quality systems.
* To undertake such other duties and responsibilities as are appropriate to this level of post.

**THE PERSON**

**Essential Skills and Characteristics**

* Good standard of education in relevant discipline.
* Basic skills and experience in fault diagnosis and problem solving.
* Basic skills in building, configuring and repairing ICT equipment and peripherals.
* Recent and relevant experience of Windows desktop OS platforms.
* Competent in the basic maintenance of computer equipment and simple administrative network tasks.
* Competent in the basic maintenance of audio visual equipment, including projectors and soundbars/amplifiers and speakers.
* Good communication skills and enthusiasm for IT.
* Ability to learn new technologies and methods.
* Methodical worker with good attention to detail.
* Ability to work flexibly.
* Good organisational skills and ability to prioritise tasks.
* Relevant working experience.

**Desirable skills and characteristics**

* Experience of educational environment.
* Experience of maintaining and servicing IT and audio visual equipment.
* Experience of 1st line technical support.
* Knowledge of copyright and licensing law relating to off-air recording and music performance.
* Experience of multi-media technology.

**TERMS OF EMPLOYMENT**

**Tenure of post**: Permanent

**Salary**: up to £23, 622 per annum

**Hours of work**: 37 hours per week all-year

**Pension:** Local Government Pension Scheme (optional). This is an employee and employer contributory pension scheme.

**The Henley College is an Equal Opportunities Employer**

**The Henley College is committed to safeguarding and promoting the welfare of learners and expects all staff to share this commitment. This position is subject to a satisfactory Enhanced DBS check.**

**October 2016**