

JOB DESCRIPTION

Post:	IT User Support Specialist
Responsible to:	Head of IT; Head of e-Learning
Salary:	Scale 5 Point 25 – 28 £24,194 - £26,244 per annum Full Time, 37 Hours per week
Conditions of Service:	Truro and Penwith College Conditions of Service
Main Purpose of Job:	<p>The post-holder will work with both the IT Services and the e-Learning Teams, providing support for IT systems and assisting end users.</p> <p>Although primarily based at the Bodmin campus, from time to time, the post-holder will be expected to travel to and work from the various sites and campuses belonging to the College as required in order to deliver services, projects and cover for staff holidays/illness etc.</p> <p>The postholder will provide and maintain a high degree of customer service adhering to service management principles and take part in the day-to-day management of various IT systems.</p>
Specific Duties:	<p>To provide timely effective support to staff and students via the IT Helpdesk system, logging all calls and working collaboratively with other ITS and e-Learning staff.</p> <p>To be responsible for the ongoing maintenance of all the computing and associated equipment used by the College, undertaking support and installation tasks as directed by Senior Team Members.</p> <p>To take an active role in various IT projects and deployments as directed by Senior Team Members</p> <p>Support the innovative use of SharePoint, Teams and Office 365 for teaching and learning across the College, proactively identifying and sharing good practice.</p> <p>Contribute to the research, design, development, testing and deployment of core IT systems, supporting new developments within the College.</p> <p>To create/provide documentation and training resources on College systems for staff and learners in a variety of formats.</p> <p>Maintain the IT Services Inventory and other records when equipment is procured, moved and/or disposed of</p>

Assist in the migration of Moodle courses to SharePoint Sites, support the use of eStream in teaching and learning.

Promote the use of mobile technology, offering support on the use of a range of equipment. e.g., Multi-Factor Authentication (MFA), mobile devices and facilitating access to Wi-Fi network.

Design, deliver and promote IT workshops and IT induction sessions to staff and students in person and online.

Be pro-active in demonstrating applications and equipment, offering ad hoc instruction if required to do so.

General Requirements:

As a member of staff the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To maintain the highest standards of professional behaviour at all times (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.

The safe and appropriate use of College equipment, premises and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.



Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.

PERSON SPECIFICATION

IT User Support Specialist

Ideally, the person appointed will have a good selection of the following skills and experience:

- A higher-level academic IT or equivalent industry qualification or significant demonstrable experience of working in an IT environment.
- Previous experience working in an IT support role, preferably in a teaching and learning environment
- In depth knowledge of Microsoft Windows based operating systems.
- A working knowledge of macOS, iOS and Android operating systems
- Experience with supporting Microsoft Office desktop applications and Office 365
- Experience with PC hardware, setup, configuration and repair.
- Experience of using computers in a network environment.
- Ability to troubleshoot a wide range of software and hardware related issues with IT systems, both remotely and at the user's desktop
- Good IT and organisational abilities with ability to meet deadlines
- A pro-active approach to work and an enthusiasm for working in an education environment, an understanding of current trends and developments within teaching and learning and the technical developments which support this.
- Be able to work efficiently and effectively within a collaborative team or independently and manage a demanding and varied workload
- Good communication skills especially the ability to engage in constructive dialogue with individual teaching staff and with teaching teams
- Innovative, creative and enthusiastic about technology for learning, familiar with SharePoint and Moodle or similar learning environments, have experience of developing educational learning materials
- Good understanding of educational theory and the developments in learning technologies
- Experienced in eLearning and blended learning and have a broad-based knowledge of eLearning technologies
- Experience of working closely with learners
- A flexible attitude and to embrace change and committed to further training
- Flexible in their working hours as working pattern may include evenings and weekend deployment
- Access to and/or use of own transport.



The College is registered with the Disclosure and Barring Service and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list, you could be fined or face a prison sentence.

Truro and Penwith College is committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.