

JOB DESCRIPTION

Post:	IT Support Engineer - Penwith
Responsible to:	Head of IT
Salary:	£25,888 - £30,375 per annum Scale 5/6 Full Time, 37 hours, 52 weeks per year.
Conditions of Service:	Truro and Penwith College conditions of service
Main Purpose of Job:	<p>Primarily based at the Penwith College Campus, the post-holder will work as part of a larger team that provide IT and AV services and support to all college sites.</p> <p>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 service, 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 actively provide support for all College IT services to staff and students via the IT Helpdesk system, working collaboratively with other ITS staff.</p> <p>To log all calls on the Helpdesk system and maintain full documentation.</p> <p>To take ownership of user problems and be proactive when resolving user issues.</p> <p>To provide first, and second line support on all College IT systems and services.</p>

Specific Duties Continued:

To actively provide support for all College IT services to staff and students via the IT Helpdesk system, working collaboratively with other ITS staff.

To log all calls on the Helpdesk system and maintain full documentation.

To take ownership of user problems and be proactive when resolving user issues.

To provide first, and second line support on all College IT systems and services.

To allocate more complex service issues to the senior IT services staff.

To support all College staff in the use of Computer equipment and IT systems providing training and advice when necessary.

To undertake maintenance, support and installation tasks as directed by Deputy Team Leaders.

To be responsible for the ongoing maintenance of all the computing, AV and associated equipment used by the College.

To take an active role in various IT projects and deployments as directed by the Deputy Team Leaders.

To take responsibility and ownership for specific aspects of the College's IT systems as directed by Deputy Team Leaders.

To contribute to the research, design, development, testing and deployment of core IT systems.

To create/provide technical documentation including flowcharts and entity diagrams for existing and new developments of College IT systems.

To work with senior IT engineers, assisting with the provision of third line support where appropriate.

Maintain the Computer Services Inventory and other records when equipment is procured, moved and/or disposed of in line with current legislation.

Repairing faulty equipment and arranging for the return and repair of equipment that is under warranty.

Monitoring stock levels and requesting orders of consumables and spare parts when needed.

Installing and rebuilding, operating systems and application software on computers as required.

To supervise any junior members of the team and any students employed by the College to aid the IT services team

To liaise with external firms and agencies as necessary to ensure the effective operation of College IT systems

Providing occasional out of hours cover to support lettings/events from time to time.

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 Support Engineer

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.
- Excellent telephone manner and face to face communication skills
- Previous experience working in an IT support role.
- In depth knowledge of Microsoft Windows based operating systems.
- A good working knowledge of macOS, iOS and Android operating systems
- Experience with supporting Microsoft Office desktop applications and Office 365
- Experience of working with centralised software deployment systems
- Experience with PC hardware, setup, configuration and repair.
- A working knowledge of Ethernet networks and TCP/IP
- Ability to work capably alone on own initiative as well as collaboratively as part of a team.
- Ability to troubleshoot a wide range of software and hardware related issues with IT systems, both remotely and at the user's desktop
- Access to and/or use of own transport.
- Good interpersonal skills in dealing with staff, students and members of the public.
- Good IT and organisational abilities.

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.

THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

OUR AMBITIONS

LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.