



JOB DESCRIPTION

Post:	IT Support Technician - Truro
Responsible to:	Head of IT
Salary:	£20,477 - £22,807 per annum Scale 4 (Points 21-24) Full time, 52 weeks per year
Conditions of Service:	Truro and Penwith College.
Main Purpose of Job:	<p>Primarily based at the Truro College Campus, the postholder will work as part of a larger team that provide IT and AV services and support to all college sites.</p> <p>The postholder will provide and maintain a high degree of customer service for all support queries and adhere to all service management principles</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 assist other IT Services staff in providing support where required.</p> <p>To allocate more complex service issues to the senior IT services staff.</p> <p>To support all College staff in the use of Computer equipment and IT systems providing advice when necessary.</p> <p>To undertake maintenance, support and installation tasks as directed by the Head of IT.</p> <p>To be responsible for the ongoing maintenance of all the computing, AV and associated equipment used by the College.</p>



To take an active role in various IT projects and deployments as directed by the Head of IT.

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.

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

The role is primarily based at the Truro College campus, but 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 projects and cover for staff holidays/illness etc.



General Requirement:

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.

The development of a flexible and responsive institution.

College Promotional and Marketing Activities.

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

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

Comply with the College's Equal Opportunities Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work. This may include a change in line management reporting.

The post-holder will also be required to undertake such other tasks as the Principal from time to time may determine which will include Fire Marshall and First Aid Duties.

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



PERSON SPECIFICATION

IT Support Technician

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, Microsoft Office desktop applications and Office 365
- Experience with supporting various creative application suites (e.g. Adobe and Autodesk products).
- Experience of working with centralised software deployment systems
- Experience with PC hardware, setup, configuration and repair.
- Experience with supporting Android OS and MDM systems
- A good working knowledge of LANs, switches, routers etc.
- 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.