

JOB DESCRIPTION

Post:	IT Support Analyst
Responsible to:	Head of IT Services
Pay Band:	3

Job Purpose:

To provide first and second line support to all users of the College's and partners IT systems.

Main Duties:

To work with all members of the IT Department to ensure that all College IT systems meet the needs of users and are maintained efficiently.

General Support

- To participate in IT Service Desk: duties to support hardware, software, users and technical issues.
- To provide user support to both staff and students
- To ensure all computers and peripherals are in full working order
- To relocate equipment as required
- To treat all data, particularly personal data, in the strictest of confidence
- To assist in setting up new IT facilities from time-to-time
- To support off-site IT provision

Infrastructure

- To perform systems administration duties according to procedures
- To carry out duties relating to system security
- Working with external suppliers, consultants, help desks and others in maintaining and upgrading college IT systems
- Ensuring all changes to college IT systems are fully documented

The college reserves the right to amend the job description to reflect changes in the duties of the post, commensurate with the grade of the post.

PERSON SPECIFICATION

Essential Criteria	How Assessed
A minimum of one year's experience of first line IT support	Application Form, Interview questions
Experience of working successfully as a member of a team	Application Form, Interview questions
Excellent customer service skills	Application Form, Interview questions
Experience of working in a Microsoft Windows environment	Application Form, Interview questions
Qualified in Level 2 in IT related subjects.	Application Form, Tests at interview
Excellent organisational skills	Application Form, Interview questions
Good oral and written communication skills	Application Form, Interview questions
The ability to work to deadlines and under pressure	Application Form, Interview questions
The ability to take responsibility for several jobs simultaneously, and see them through to completion	Application Form, Interview questions
Good practical skills with computer hardware	Application Form, Interview questions
Good knowledge of a range of software including Microsoft Office 365	Application Form, Interview questions
Awareness of the need to protect confidential information	Application Form, Interview questions
The ability to use a degree of initiative in the solution of problems	Application Form, Interview questions
The ability to travel to other campuses	Application Form, Interview questions

Desirable Criteria	How Assessed
An understanding of how networks work	Application Form, Interview Questions
Experience of working with a Windows 10 environment	Application Form, Interview Questions