Job Role Details	Last Updated: May 2019
Department/ Location:	ICT / Cross site
Job Title:	ICT 2nd Line Engineer
Salary Grade	Grade D
Responsible to:	Director of ICT
Responsible for:	No staff management responsibilities

Job Purpose Statement:

Provide 2nd line technical ICT to support to all aspects of ICT for MidKent College.

Main Responsibilities and Duties:

The following is an indication of the type and level of the main priorities expected of this role as directed by your line manager and is not intended to be a comprehensive list of duties or tasks:

1. Provide the desktop, A/V and site infrastructure support and maintenance in response to logged helpdesk tickets and requests for service, taking responsibility for 1st & 2nd Line support at a designated site.

2. Perform troubleshooting of ICT problems using PC remote control services or a visit in person, responding to customer issues within the defined parameters of the published SLA.

3. Resolve and /or escalate helpdesk tickets and requests for service, in line with departmental procedures and policies.

4. Participate in the production and maintenance of documentation, procedures and processes for fault resolution, system implementations, training guides etc.

5. Provide support for College administrative systems including the student records system, payroll system, etc.

6. Provide regular updates and feedback to end users regarding status of helpdesk tickets, ensuring that the ICT helpdesk is kept updated at all times with information relevant to the progress, resolution or remedial actions of queries.

7. Provide end user training in the use of College ICT Systems.

8. Maintain an up to date an accurate Hardware and Software audit and record this in the College asset system.

All staff are required to:

- Staff must complete mandatory annual Continuing Professional Development (CPD) in accordance with the number of hours set for their Department.
- Travel between sites as and when required in accordance with their job role.

- Evening and weekend work may be required to meet the needs of the service
- Comply with and understand all aspects of legislation and College policies and processes relating to safeguarding, including promoting the welfare of children, young people and vulnerable adults.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Comply with, understand and promote statutory and college best practice in Health & Safety at a level relevant to the role and responsibilities held by the post holder.
- Comply with, understand and promote statutory and college best practice in respect of GDPR at a level relevant to the role and responsibilities held by the post holder.
- During the course of your duties, you may acquire or have access to confidential information which should not be disclosed to any other person unless in pursuit of your duties in compliance with GDPR or with the specific permission given on behalf of the College.
- Actively take responsibility for their personal learning and development (informal and formal) reviewing and reflecting on their performance within their current role.
- Promote, adhere to, understand and put into practice all college policies and procedures.
- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the MidKent College Equal Opportunities Policy.
- Attend and complete all mandatory training sessions or on-line computer based training packages as required by the college.
- Undertake any other duties consistent with the key responsibilities and/ or duties of this role as directed by your manager.

Person Specification		
Qualifications	Criteria - Essential (E) - Desirable (D)	Assessment Method - Application (A) - Assessment Centre (AC)
- CompTIA A+ or equivalent	- D	- A/AC
- Microsoft Certified Professional (MCP) qualification or similar	- D	- A/AC
- Five GCSEs at Grade A* - C or equivalent, including English and Mathematics	- E	- A/AC
Experience		
- Experience of installing, configuring and troubleshooting Microsoft operating systems and applications.	- E	- A/AC
- Experience of installing and configuring computer hardware and peripherals	- E	- A/AC
- Experience of working within a customer facing role.	- E	- A/AC
- Experience of working within an ITIL-based	- D	- A/AC

(Helpdesk) environment.		
• Experience of use of remote control tools for remote administration and troubleshooting/maintenance.	• E	• A/AC
• Experience of liaising with third party solution providers.	• D	• AC

Skills & Aptitudes	Criteria	Assessment Method
	• Essential (E) Desirable (D)	• Application (A) • Assessment Centre (AC)
• Ability to work flexibly using initiative to work to frequently demanding time limits.	• E	• A
• Excellent demonstrable documentation and communication skills.	• E	• A/AC
• Experience of mentoring and coaching junior team members.	• D	• A
• Customer focus.	• E	• AC
• Understanding of the job role and its impact on other areas within the College.	• E	• AC

Other Requirements		
• The successful candidate will be required to act with discretion, pride, purpose, resilience and confidentiality.	• E	• AC
• Willing to undertake mandatory training and demonstrate awareness of Health & Safety requirements.	• E	• AC
• Willing to undertake mandatory training and demonstrate awareness of GDPR.	• E	• AC
• Willing to undertake all other mandatory training as required by the College.	• E	• AC
• The successful candidate will be required to adopt a student focus and commitment to developing knowledge of quality improvement processes and systems.	• E	• AC

Safeguarding		
• The College is committed to safeguarding and promoting the welfare of young people and venerable adults. The candidate's ability to perform the duties aligned to safeguarding and Prevent strategies within this role will be explored during the interview process.	• E	• A/AC
• The successful candidate will be required to	• E	• A

have a DBS check to work at the College.		