FARNBOROUGH COLLEGE OF TECHNOLOGY
JOB DESCRIPTION

1   **JOB TITLE:**   Computer Services Integration Analyst

   RESPONSIBLE TO: Computer Services Manager

   SCHOOL/ SECTION: Computer Services

   LOCATION: Boundary Road, Farnborough

   HOURS OF WORK: Full Time / Part Time

2   **OBJECT OF JOB**

   To provide systems and end user support to staff across all areas of the College.

3   **DESCRIPTION OF MAIN RESPONSIBILITIES:**

- Maintaining and developing our new starter admin process and any other Computer Services admin tasks.

- To work towards delivering better integration between MIS and Computer services systems

- To prepare and maintain appropriate documentation and provide reports to Computer Services Manager as and when required.

- To support and help develop the colleges Online learning platform

- To assist, when necessary, with the provision of cover in any of the Computer Services areas.

- To provide first and second line helpdesk support and advice to end users throughout the College. Primarily on a spill-over basis when other engineers are busy

- To undertake such other reasonable duties as requested by the Computer Services Manager. To install and configure PC hardware, software and peripherals.

- On occasions there will be a requirement to work outside office hours, for which time-in-lieu will be granted.

In order to ensure an adequate level of staffing with the College Central Computing Facility at all times, any member of staff may be asked to start or finish half an hour before or after opening times when it is necessary for them to be involved in start up or close down procedures.

4   NUMBER OF STAFF SUPERVISED AND GRADES:

Not applicable

5   MAIN TYPES OF DECISIONS TAKEN:

Those encountered during the day to day provision of support within the College's Computing Facilities

6   MAIN CONTACTS:

Academic/administrative staff
Students
Adult Education Coordinators

7   PERSONNEL SPECIFICATION:

EDUCATIONAL ATTAINMENTS OR ACADEMIC/PROFESSIONAL QUALIFICATIONS
- Minimum of 2 'A' levels or equivalent.
- A GNVQ or equivalent in an IT related subject would be advantageous but not essential.

ESSENTIAL OR SPECIFIC SKILLS/COMPETENCIES OR APTITUDES:
- A practical nature.
- Good analytical and problem solving skills.
- Excellent communication and customer liaison skills.
- Ability to work efficiency as part of a team as well as individually.
- A full UK driving licence as you may be required to travel between sites.

ESSENTIAL WORK EXPERIENCE:
- Prior experience supporting the life cycle of IT software packages and smooth running of those systems.
- Prior experience of Active directory, Windows Server and Office 365 would be a benefit
- Exposure to PowerShell and any database programming languages would be beneficial.
- Experiences and maintaining accounts creation and deletion processes.
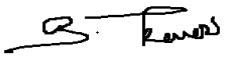- Experience of any other network admin processes would be beneficial

PERSONALITY/BEHAVIOURAL CHARACTERISTICS/STYLE:
- A pleasant and helpful personality.
- The ability to work under own initiative.
- Must be able to work as part of a team.
- A willingness to learn new skills.
- Reliable.

SAFEGUARDING

The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff to share this commitment. This position will involve contact with young people and vulnerable adults. Consequently, the post-holder will be obliged to demonstrate and maintain their suitability to work with young people and vulnerable adults. This will include a requirement to undertake an enhanced Disclosure & Barring Service check.

SIGNED: *B. Travers*   **DATE: 18/02/2021**

NAME:	**HEAD OF SCHOOL/SECTION**
Ben Travers	**Computer Services Manager**