**JOB DESCRIPTION**

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| **JOB INFORMATION** | | | | |
| **JOB TITLE** | **Desktop Technician** | **POSITION NUMBER** | |  |
| **SERVICE AREA** | **Group IT Operations** | **LOCATION/CAMPUS** | | **Reading College with travel to other sites in the Group ( must be able to drive)** |
| **GRADE** | **Grade 6 SP 24** | **GRADE RANGE** | | **18,126 – 24,217**  **( starting salary will depend on experience)** |
| **HOURS** | **37 hours per week** | **TYPE** | | Permanent |
| **ACCOUNTABILITIES** | | | | |
| **RESPONSIBLE TO** | **Group Desktop Team Leader** | **NO. OF EMPLOYEES** | | **N/A** |
| **BUDGET (£)** | **N/A** | **ASSETS** | | **N/A** |
| **JOB PURPOSE (2/3 bullet points max)** | | | | |
| To provide technical support and advice to staff and students on hardware and software issues, and to maintain and install IT equipment and consumables at any of the Group’s sites  * To be a member of the Group Desktop Team, providing first and second line technical support, working at different sites, coordinating with 3rd line and supporting customers by face to face visits. | | | | |
| **QUALIFICATIONS AND EXPERIENCE** | **TECHNICAL KNOWLEDGE/SKILLS** | | **BEHAVIOURIAL SKILLS** | |
| * Educated to GCSE Level C as a minimum in Maths and English * At least 2 years experience working in an IT environment * Experience working on a Service/ Help Desk, familiar with standard call logging systems and procedures * Experience in dealing directly with customers * Experience of achieving performance targets and delivering to strict deadlines * A willingness to undertake staff development, additional subject training and skills updating as necessary * Completed or commitment to complete Level 1 safeguarding, equality and diversity training. | * + Detailed knowledge of IT software, systems, networks platforms and hardware   + Be able to manage end to end fault resolution to processes and SLA's   + Strong telephone manner   + Have good technical troubleshooting abilities   + Previous experience in a customer service or help desk role   + Good hardware/software problem resolution skills   + Remote control toolset and software distribution experience beneficial   + Proven customer service skills and experience required. Have a good Student/Customer centered approach   + Good communication skills - verbal and written   + Self-motivated with ability to work effectively on your own and under pressure   + The ability to work as part of a team   + Experience supporting Windows 7 and Office 2010 (including Outlook). | | * + Excellent customer service ethos – willing go the extra mile   + Strong team work ethos   + Seeks continuous improvement   + Good professional communication skills including oral, written and active listening   + Excellent customer service ethos   + Ability to cope under pressure   + Ability to prioritise a busy and diverse workload to meet deadlines.   + Ability to be self-directed with initiative and to be able to solve practical problems without supervision   + A personal commitment to keeping your professional knowledge up to date and improving your capabilities   + Demonstrate a commitment to Equality and Diversity   + A demonstrable understanding of customer requirements in order to exceed their expectations which adds value and improves customer satisfaction   + Flexible attitude to work to support colleagues and customers – able to work Saturdays and/or evenings when required for specific college events e.g. Open Evenings   + Able and willing to travel to other college sites when necessary. | |

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| **MAIN DUTIES AND RESPONSIBILITIES** | | |
| * Installation, configuration and deployment of IT equipment and consumables, including PCs, Macs, printers, scanners, interactive whiteboards, data projectors, faxes, telephones, etc. * To maintain equipment details and keep an accurate record of work undertaken at different sites and according to SLA’s. * Follow ITIL based Incident Management recording and tracking via Manage Engine for all incidents and Service Requests. Maintain accurate and up-to-date records of completed work and actions against work in progress in the Incident Management System. Ensure clear and detailed updates in incident logs * Logging all calls and dealing with customers both face to face and by phone - create accurate and detailed tickets for incidents and service requests * Prepare and disseminate documentation for end users including guidance, advice and FAQs on how to use equipment, systems and software. Maintain documentation standards and proactively update existing/write new as required for use in the team knowledge base * Prepare and disseminate documentation for end users including guidance and advice on how to use equipment, systems and software. Maintain documentation standards and proactively update existing/write new as required for use in the team knowledge base * Assist 3rd line in the evaluation of the suitability and functionality of new software and systems as required * Diagnostic fault-finding, upgrading, maintenance and repair of general IT equipment and software * Generate templates for repeat work ( eg: reimaging of PCs) as agreed with Group Desktop Team Leader * Participate in room moves where IT equipment is involved, moving and re-installing IT equipment as required * Maintain IT workshops and IT equipment storage areas to a high standard * Ensure that all developmental/project work is planned and agreed with the Group Desktop Team Leader * Provide inputs to the Group Desktop Project Plan * Work in line with the Group Desktop Quality Improvement Plan * Be proactive and reduce potential issues by carrying out regular classroom checks, re-imaging and asset maintenance * Develop a culture of planning and delivering a high quality job every time * Maintain departmental Asset Register, Service Catalogue * Support students, lecturers and other staff in the use of IT equipment and software applications on PCs, Macs, and mobile devices * Day to day management of network accounts across all platforms including user creation and deletion, access rights, storage allocation etc. * Maintain accurate and up-to-date records of completed work and actions against work in progress in the Incident Management System * Work flexibly (in both hours and approach to the job) so as to provide maximum cover to ensure that our customers are dealt with promptly and efficiently * Provide inputs to management reporting/weekly reports as agreed with Group Desktop Team Leader * Travel to other sites across the group from the base location ( travel charges will be covered) * Ability to be flexible with working hours – provide desktop support during key events of the college, which might fall on weekends or evenings. The compensatory leave for attending such events can be agreed with the Group IT Operations Manager * Ensure compliance with the College’s Data Protection Policy reporting breaches to the College’s Data Controller and adhere to the College’s IT policies including email and Internet usage and network security policies * Carry out any other such duties as may reasonably be required, commensurate with the grade of this post. | | |
| **GENERIC RESPONSIBILITIES** | | |
| * To provide the service in accordance with the Corporation’s Vision, Strategic Plan and Service Improvement Plans * To demonstrate and promote ethical behaviour appropriate to that which would be expected by our customers | | |
| **Candidate Screening** | **Rehabilitation of offenders Act 1974**  **applies/doesn’t apply (mark as appropriate)** | **Disclosure & Barring Service**  **Enhanced Clearance** |

**This job description is written at a specific time and is subject to change as the demands of the organisation and the role develops. The role requires flexibility and adaptability and the employees of the Corporation need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.**