

Post Title: IT Support Technician

Responsible to: Information Services Manager

Main Purpose

To provide effective cross college technical support to staff and students in line with curriculum and lesson planning

Main Responsibilities

- 1 To work as part of the Cross-College technical team and provide technician support and equipment to staff and students.
- 2 To provide technical support for curriculum activities within building or buildings
- 3 To provide support for other specialist developments e.g. Mac, CAD and AV etc.

Duties

- 1 To provide appropriate equipment support as required by staff to support curriculum delivery.
- 2 To check, maintain and repair (or arrange for repair of) equipment as directed.
- 3 To liaise with and act under direction from technical specialists to provide network and communication services to specified building.
- 4 To undertake routine technical maintenance of IT and associated infrastructure.
- 5 To undertake appropriate staff development as agreed with the line manager to keep abreast of development in the principal areas of work.
- 6 To work co-operatively with other areas of the College to provide a corporate College service.
- 7 To follow strictly the requirements of the College's Health and Safety Policy and Equal Opportunities Policy.
- 8 To undertake such duties, commensurate with the grade and hours of work, as may be reasonable required.

You may be required to work at or from any building, location or premises of Wigan and Leigh College, and any other establishment where Wigan and Leigh College conducts its business.

Variations in this Job Description

This is a description of the job as it is at present, and is current at the date of issue. The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed. This process is conducted jointly with your Manager. You are expected to participate fully in the review and, following discussion to update your job description as is considered necessary or desirable. It is our aim to reach agreement on reasonable changes; however, if such agreement is not forthcoming, Management reserves the right to insist on changes after consultation with you.

Skills and Abilities

- Able to set, prioritise and achieve objectives
- Able to communicate effectively at all levels of the Organisation
- Use initiative and make decisions
- Able and willing to adopt a flexible approach to working hours and fluctuating work schedules within the College year.

Knowledge

- Good working knowledge of computer hardware, e.g. monitors, peripherals, and internal boards
- Good working knowledge of AV equipment.
- Good working knowledge of supporting IT hardware and software
- Literacy and Numeracy

Experience

- Recent relevant technical experience within IT

Skills and Abilities

- Able to demonstrate:
literacy and numeracy skills
effective communication skills
the ability to work as a proactive team member
the ability to use initiative
the willingness and ability to adopt a flexible approach to working hours and fluctuating work schedules

Other Requirements

- Able to travel as necessary to fulfil the duties of the post.

January 2015