

ROLE DESCRIPTION

1. **JOB TITLE:** Senior Support Technician

2. **CONTEXT:**

The IT Service Desk is the central point of contact for all IT related incidents and service requests. The role of the Senior Support Technician is to provide second line support for all staff and students at West Herts College. A Senior Support Technician is responsible for resolving complex support requests with computer hardware, software, and network systems, as well as meeting customer satisfaction and continuous service delivery demands. Provides research and support for new technologies to be used within our environment. IT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, phone, in person (for walk-in customers) and self-service.

3. **MANAGEMENT ANSWERABILITY:**

Responsible to: Support Coordinator

4. **MAIN PURPOSE OF JOB:**

The IT Service Desk is the central point of contact for all IT related incidents and service requests. The role of the Senior Support Technician is to provide second line support for all staff and students at West Herts College. A Senior Support Technician is responsible for resolving complex support requests with computer hardware, software, and network systems, as well as meeting customer satisfaction and continuous service delivery demands. Provides research and support for new technologies to be used within our environment. IT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, phone, in person (for walk-in customers) and self-service.

5. **DUTIES AND RESPONSIBILITIES:**

- Diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications
- Assist all users with any logged IT related incident when called upon
- Take ownership of issues by carrying out problem analysis to implement permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents when necessary
- Accurately record, update and document requests using the IT service desk system
- Install and configure new IT equipment
- Resolve incidents and upgrade different types of software and hardware
- Resolve incidents with printers, copiers and scanners
- Work under minimal direction
- Maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner

- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation
- To be a highly motivated team player with the skills and ability to manage changing priorities.
- Create, maintain and publish relevant support documentation in order to assist all staff/students in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.
- Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed
- Provide training to fellow team members on project rollouts, latest technologies and assist with their development
- Be willing to attend internal and external training as necessary to keep up to date with the latest technology and internal system processes
- To work within the relevant legislation, policies and procedures
- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility

6. GENERAL AND COLLEGE RESPONSIBILITIES

- Participate actively and flexibly in a range of College-wide activities, such as duty rotas, enrolment and marketing events and staff and student activities.
- Participate in training and team development activities, to update knowledge and skills:
- Be aware of and comply with the health and safety legislation and other College requirements that are relevant to his/her post.
 - All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
 - Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of his/her contribution to such priorities
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery:
 - Be familiar with and promote the Equality and Diversity Policy.
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people and vulnerable adults.
- Undertake such additional duties or projects as the Principal or line manager may determine from time to time, after consultation with the post holder.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder. They do not form part of the jobholder's contract of employment.