



JOB DESCRIPTION	
JOB TITLE	IT Technician
PAY/GRADE	Point 13, £19,240 per annum or Point 17 £21,346 dependent on contract type (varying T&Cs)
HOURS	37 per week, all year round, to be worked flexibly
REPORTS TO	Group IT Services Manager
LOCATION	Peterborough College
JOB PURPOSE	
<p>The role will include responsibility for the support and maintenance of the group desktop, mobile technology and peripheral equipment</p> <p>The role will ensure that IT software deployment, support and end user hardware is in place, supported and to be fit for purpose and meet the current and future needs of any Group subsidiaries including Stamford & Peterborough colleges as well as the University Centre Peterborough.</p>	
MAIN DUTIES AND RESPONSIBILITIES	
<p>To work as part of a team maintaining and developing a complex and diverse network of desktop, mobile technology and peripheral equipment. Other resources include printers, copiers, scanners, smart boards, digital cameras and a wide variety of other peripheral devices, as well as Office 365 and Google packages.</p> <p>The IT Technician will carry out general support-related tasks to support this environment covering all College sites, ensuring the requirements of students and staff are met at all times. Whilst implementing the IT strategy for IEG Group and provide technical support. You will help and support the maintenance of helpdesk standards, KPIs and SLAs and develop procedures for the delivery of outstanding IT user support in a 1st and 2nd line support capacity.</p> <p>Together with your team and third-party service providers you will provide a reliable, customer focus, cost affective and high performing helpdesk provision. This included ensuring that support tickets raised are dealt with in an efficient and customer-friendly manner. That appropriate and timely responses and resolutions to support tickets are maintained, ensuring the communication of progress to service users and monitoring of resolutions.</p> <p>Your main duties and responsibilities will include, but will not be limited to the following areas:</p> <ul style="list-style-type: none"> • Providing technical support for users with varying levels of IT knowledge and competence, over the phone, via remote access and in person. • Contribute to the support of the team IT queues, prioritising and resolving tickets through timely resolutions and quality responses. • Provide support to staff and students on IT issues via the most appropriate means, primarily first line support. • Support departmental physical projects such as laptop roll ours, room configuration and capital hardware deployment. • Contribute to the team initiatives and assist with new projects • Maintaining a high degree of customer service for all support queries, including telephone calls, emails and IT requests logged via the IT Helpdesk system. 	



- Perform configuration, installation and upgrades of software and application of infrastructure team approved packages.
- Hardware support including PCs, Apple Macs, Projectors, Telephony, Printers & other devices, including troubleshooting software and hardware problems and the repair of non-warranty technology.
- Train/support staff in the correct operation/use of the all computer/ IT equipment and mobile technology.
- Facilitate the deployment and configuration of workstations, laptops, and any other physical end user technology.
- Maintain the awareness of key technologies to ensure optimal use of resources.
- Assist other IT staff when directed by the Group IT Services Manager
- Follow departmental processes and procedures to ensure compliance with change control and documentation.
- Maintaining a high degree of customer service for all support queries, including telephone calls, emails and IT requests logged via the IT call management system.
- Physically movement of computers, mobile devices and technology
- Maintain the awareness of key technologies to ensure optimal use of resources.
- Assist in the configuration and implementation of new technologies.
- Assist in the deployment of new software systems where appropriate.
- Ensure the team is mitigating, monitoring and managing IT related risks.
- Any other duties that are reasonable and commensurate with the level of the post as required and following consultation with the postholder.

OTHER

- Engender a strong team ethos, which promotes a positive, can-do attitude across the Group
- Maintain excellent standards of customer care and provide a flexible and responsive service to all users
- A commitment to the provision of a high quality, student-centred service
- Perform duties to a high standard and to ensure that quality assurance and improvement processes are implemented successfully across the colleges, particularly those relating to own role
- Participate in and make an appropriate contribution to the Group's planning and review processes
- Positively promote the Group with stakeholders and wider networks
- Take a full part in the Group's staff development programme including the appraisal

TERMS AND CONDITIONS

Contract	Permanent QRS Direct or Inspire Education Group
Pension	Appropriate Pension Scheme, dependent on contract type
Holiday	25/30 days per year plus bank holidays dependent on contract type
Probation	New appointees to the College are subject to a 6 months' probationary period.
Disclosure	All employment offers are subject to a satisfactory fully-funded enhanced DBS check.
Working Arrangements	Normal working hours of 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm Friday
APPLICATION PROCESS	
Applicants should submit a CV and covering letter detailing how they meet the essential and desirable criteria of the role to hr@ieg.ac.uk	
Closing Date	14 August 2022
Interview Date	

PERSON SPECIFICATION IT Technician

Criteria	Essential or Desirable		Assessment Method			
			A	I	T	R
QUALIFICATIONS						
Minimum of Level 2 Literacy and Numeracy (GCSE English Language and Maths (Grade C/4 or above) or other Level 2 equivalent qualifications)	E		✓			
Qualified to Level 3 qualification in a relevant subject (or equivalent)	E		✓			
Professional IT qualification in relevant area ie Microsoft Certified Professional or working towards		D	✓			
EXPERIENCE						
Recent IT support experience including Windows 10 and Server 2016 and newer		D	✓			
Broad experience of Microsoft & Apple systems, peripherals & their architecture, including installation, upgrading and migration	E		✓			
Knowledge and experience in the support of the G-Suite (Google) Platform	E		✓			
Dealing with customers face to face, via email and on the telephone	E		✓			
Experience of multi-site IT operations which operate independent systems		D	✓			
Working successfully and influentially as part of a team	E		✓			
Working in a busy office environment		D	✓			
KNOWLEDGE						
Working knowledge of all Microsoft Office applications (Word, Excel, PowerPoint, Outlook)	E		✓	✓		
Working knowledge of the educational specific software packages and environment	E		✓	✓		
KEY SKILLS						
Excellent IT skills in MS Office applications (Word, Excel, Outlook) and Google G Suite for Education						
Excellent oral and written communication skills and the ability to communicate effectively at all levels	E			✓		
Good planning, organisation and administrative skills	E			✓		
Attention to detail and accuracy	E			✓		
Ability to work independently and as part of team with a track record in achieving individual and team results	E			✓		
Ability to work under pressure, prioritise and to meet deadlines	E			✓		
Use of IT (compilation of reports from database, spreadsheets, word processing)	E			✓		
Ability to listen and advise in a non-judgmental manner	E			✓		
Excellent interpersonal skills/good at problem solving	E			✓		
Enthusiastic and self-motivated	E			✓		
OTHER						
Awareness of and commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults	E			✓		
Commitment to equality of opportunity and the principles of inclusive learning and the ability to promote it in all aspects across IEG	E			✓		
Evidence of a personal commitment to continuous professional development and training	E			✓		
Commitment to the IEG's core values	E			✓		

Awareness of Health & Safety, wellbeing and environmental issues	E			✓		
Flexible approach to working practices	E			✓		
Professional appearance and behaviour	E			✓		
Good previous attendance record	E			✓		
Satisfactory enhanced DBS check + barred list for regulated roles	E	Pre-employment check				

Assessment Criteria: A = Application, I = Interview, T = Test, R = References