Job Title   :   IT Technician (Helpdesk Support)

Reports to   :   Head of IT Services

General responsibilities

The successful candidate will be based at our Bedford College Cauldwell Campus and will contribute to the delivery of IT support services across the Bedford College Group. The main purpose of the role is to support delivery of efficient and effective IT services as the main point of contact for the Bedford College IT Services helpdesk, resolving IT issues and supporting the administrative and communications activities of the service.

Support activities will include:

- To contribute to the delivery of an efficient and effective IT services by configuring, maintaining and troubleshooting IT equipment and services at all college group sites.

- To monitor and administer IT in all locations supported by Bedford College Group IT Services and ensure that systems and resources are maintained in a good state of repair and records for these resources are accurate.

- To liaise with teaching staff to ensure that specialist systems and services are properly configured and supported.

Main duties

1.   To contribute to the manning of the Service Desks and the recording and resolution of reported issues and job requests through the use of the college's service desk software.

2.   To receive and respond to telephone calls, personal enquiries and emails requesting information or support with regard to IT Services.

3.   To log and process calls for IT support and where possible resolve the user's problem.

4.   To liaise with other IT support staff to monitor the progress of resolution of issues

5.   To perform routine network account administrative activities

6.   To assist with the preparation of reports and documentation on service performance

7.   To assist with the production of user guides, IT support documents and IT Services news updates

8.   To mark-up and add to the college's asset databases PCs, laptops and other items of equipment and conduct periodic inventory checking activities.

9.   To develop and update content relating to IT Services on the college intranet and virtual learning environments including news bulletins, help guides and project

updates.

10.   To abide by the College's Health & Safety policy and to report any unsafe equipment or practices to the IT Services Manager.

11.   To provide consumable items to staff and students and to provide adequate consumable stocks for all computer classrooms.

12.   To be responsible for the administration and issue of portable items of IT equipment such as laptops and tablets.

16.   To abide by the College's Health & Safety policy and to report any unsafe equipment or practices to the Head of IT Services.

17.   To assist in the implementation of the Team and Group Quality Improvement Strategies.

18.   Any other associated duties as requested by line management.

Statutory duties:

- **Safeguarding**

  To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns in line with College procedures.

- **Equality and Diversity**

  To be responsible for promoting equality and diversity in line with College procedures.

- **Health and Safety**

  To be responsible for following health and safety requirements in line with College policy and procedures.

- **Training and development**

  To participate proactively in training and development including qualification development required in the job role.

Roy Currie, 24/08/2020

PERSON SPECIFICATION: IT Technician (Helpdesk Support)

Criteria	Essential	Desirable
Qualifications/ Training	• Level 3 qualification in computing or equivalent work experience. • GCSE maths and English at grades A to C or equivalent	• Professional qualifications in IT such as Microsoft certifications
Knowledge	• 6 months experience of PC hardware, software and peripheral maintenance in a busy multi-user environment. • Thorough understanding of PC architectures and peripherals including printers, scanners etc. • Thorough understanding of Windows 10, MS Office and Office 365 • Experience and knowledge of the implementation of desktop security measures • Experience of user account management in a substantial Microsoft network • Evidence of high performance in previous roles/jobs • Experience of working effectively with people from diverse backgrounds • Evidence of understanding how to promote equality and diversity within the job role • Experience of using IT helpdesk software	• Experience of supporting specialist software including line-of-business applications • Understanding and experience of supporting mobile clients on a wireless network • Experience of providing IT support in an educational environment • Experience of supporting large-scale desktop upgrades or roll-outs, including use of desktop management tools • Experience of supporting Macs • Experience of working effectively in a customer focussed environment • Familiarity with Microsoft Server technology and products such as SCCM

Skills/ Abilities	• Ability to communicate with and support the needs of non-specialist customers	• Good skills with regards to analysis and interpretation of statistical data
	• Excellent telephone manner	• At ease with web-based communication and collaboration tools such as MS Teams, Skype and Zoom
	• Ability to make clear and accurate written records and reports	
	• Excellent face to face customer care skills	
	• Excellent written and verbal communication skills	
	• Ability to install, maintain, and troubleshoot: PC hardware and peripherals; Windows and Office applications; network services such as printing and AD membership; email, internet and Office 365 services	
	• Ability to work effectively both as a member of a team and as an individual	
	• Strong administration skills and ability to develop and maintain detailed and accurate records	
	• Ability to make a positive contribution to the team, valuing colleagues' particular professional expertise and respecting other members of the team as individuals	
	• Ability to empathise with the needs and experience of non-IT specialist clients	
	• Ability to carry out College business as appropriate at all times and promote the College's good reputation within the community	

	• Ability consistently to demonstrate high levels of job performance
	
	• Ability to work in line with our Values of
	  o Student Focus
	  o High Performance
	  o Respect, Openness, Honesty
	  o and explain how this relates to the job role
	• Ability to make a positive contribution to the team, valuing and respecting others' expertise and contribution
	• Ability to promote our outstanding reputation and carry out our business appropriately and professionally at all times
	• Ability to communicate effectively and confidently face to face, on the telephone and in writing	

Special requirements	• Strong commitment to the continuous development of own skills and knowledge • Willing to work flexibly, including evenings and weekends as required • Ability to attend at all college sites • Ability to perform maintenance activities outside of normal working hours which may require attendance at college sites • Responsibility for promoting and safeguarding the welfare of children and young persons in the area and College • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns • Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults • Willingness to continuously update skills and knowledge • Awareness of health and safety requirements relevant to the job • Full, clean driving licence and willingness and ability to attend at all College group sites.	• Strong interest in the application and use of IT in support of education and training.

Roy Currie, 24/08/2020