ADVERT

ICT Support Analyst
Ref: ME2122072a

Hours: 37 hours per week

Salary: In the range of £19062-£19821 per annum (Dependent on skills, experience and qualifications)

Reporting to: ICT Services Manager (Desktop)

Primary Location: Northampton, Booth Lane Campus

Closing Date: Monday 4th July 2022

Interview Date: TBC

About Northampton College

Northampton College is proud to be the leading provider of further education in the South East Midlands region. As a College, who have been rated by Ofsted as 'good' with outstanding features, we are committed to developing the professional and technical skills of our students, who are the workforce and leaders of the future.

The Team

The ICT Services team look after the installation and support of all ICT, Audio Visual and communications equipment over 3 different college sites. We are a busy department supporting our students and staff with over 4500 college owned client devices/computers.

The Role

The ICT Support Analyst will be based at Booth Lane Campus and is an integral role within this busy team, The role will however be providing ICT Support to staff and students at all three campuses as required. The post holder will have some technical responsibilities for critical computer systems. The post holder will be assisting with the installation, maintenance of ICT and Audio-Visual Equipment. They Will also be assisting with Networking and any other ICT related jobs.

The Successful Candidate

The successful candidate's knowledge, skills, experience, abilities and qualities will include:

- Experience in a PC support environment.
- Working knowledge of Microsoft office and other Microsoft office applications.
- Knowledge of cloud technologies such as Microsoft office 365
- Knowledge of computer/laptop hardware repair would be ideal
- An ability to travel to other college sites when required
- Have good physical fitness with the ability to perform manual handling and climb steps and ladders
- Ability to communicate with a wide range of people in a demanding environment
- An ability to effectively manage their time so that faults are cleared in a timely manner. Triaging noncritical faults to ensure the critical ones get resolved first.

Rewards and Benefits include

- 35 days annual leave, comprising 24 personal days, pro rata (1 September – 31 August), including 8 bank holidays and 3 closure days. The College reserves the right to designate up to 3 closure days per holiday year
- Discounts through membership of the NUS, ranging from Student Prime (Amazon), to eating out, fashion, beauty, entertainment, technology and travel
- Eligible to join the Local Government Pension Scheme (a defined benefit scheme including an employer contribution rate of 22.9%)
- Access to continued professional development
- Free car parking and electric car charging facilities
- Gym facilities
- 24 hours per day, 365 days per year Employee Support Helpline
- Enhanced maternity/shared parental and paternity schemes
- Paid Compassionate Leave - up to five working days paid absence (in a rolling twelve-month period) on compassionate grounds in the event of bereavement or serious illness of a close relative)

If you would like to be a part of our successful team please go to https://www.northamptoncollege.ac.uk/working-for-us.html for further details on how to apply.

Job share will be considered for this post

This post will require a Disclosure and Barring Service (DBS) check

Job Description & Person Specification

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The College has a culture of high expectations and high achievement, with 95% of students passing their qualifications and 94% progressing into employment or further study. The expertise, professionalism and commitment of all our staff is critical to the students' and College's success as we strive for excellence in everything we do and our ambition to be an outstanding College.

Values

- Respecting and helping each other
- Engaging people through teaching with expertise and enthusiasm
- Developing people through learning
- Bringing out the best in each other
- Playing our positive role in our community

Working as part of the team

The ICT Support Team are very proud to support Northampton College's culture of high standards, an inclusive working and learning environment, and a professional committed workforce who are focussed on supporting our students to achieve the best they possibly can.

Role Specification

Duties and Responsibilities

Job Specific

- Assist with providing cover for helpdesk duties, which may include recording and closing of reported problems using a database system, resetting passwords, checking/modifying user accounts, initial diagnosis of problems, ensuring that the appropriate action is taken to facilitate prompt resolution and escalation of serious problems to the Support Managers.

- To follow up fault progress with the ICT Support Analysts

- To liaise with other ICT Services staff for the installation, maintenance, repair and backup of the various Windows servers, software, peripherals and associated security and system policies on the Curriculum network, the Administration computer network, the WAN, and the network infrastructure.
- To provide technical assistance to students and staff of the College who may be experiencing difficulty using computer hardware or software systems at any site or top staff /students who are working/studying remotely.
- To diagnose faults in computer hardware and software and to ensure that appropriate action is taken to facilitate prompt repair.
- To assist with roll-out of new hardware/software and new technologies.
- To liaise with supplier's technical support teams to assist fault diagnosis.
- To assist with the monitoring of College's software licencing compliance.
- To log and chase warranty repairs with suppliers.
- To undertake quality control initiatives to improve support and quality of service.
- To assist with stock control procedures and maintain an asset register.
- To provide technical training for other staff and giving guidance and support when required including documentation.
- To create and update documentation and help guides.
- To assist with hardware repair of laptops and other portable equipment.
- To assist ICT Support Analysts with practical tasks at any site.
- To assist in the monitoring of college ICT system logs. Investigate problems found or escalate to senior technical staff.
- To carry out such other related duties as the Manager may reasonably request.

Generic Business Support
Your duties may include, but will not be limited to:

- To support and contribute to the friendly and supportive ethos of the Faculty/Department, particularly in communications with learners and staff.
- To assist with ordering and issue of Stationery and updating it on system.
- To maintain the highest professional standards.
- To participate on appraisal and staff development.
- To treat colleagues with dignity and respect.
- To demonstrate an understanding of the significance of equality of opportunity and diversity and implement it in all aspects of your work.
- To ensure a healthy and safe working environment at all times and take reasonable care for your own safety and that of other College users.
- To comply with all approved College policies and procedures.
- Ability to travel to other College sites as and when required.

The above list is not exhaustive. The responsibilities and duties may vary from time to time without changing the character of the post. You will be expected to adopt a flexible approach to ensure the efficient and effective running of departments.

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Other Information

Dignity, Diversity and Inclusion

Northampton College is proud of its diverse cohort of students and is committed, morally and through statute, to the values of equality, diversity and inclusion.

To embed this throughout the College we encourage and welcome applications for job vacancies from people of all backgrounds. Our recruitment and selection processes incorporate anonymity of protected characteristics at both the shortlisting of applications stage and through selection process, wherever feasible.

This, along with other measures that promote full and fair consideration of all applications, along with the College's implicit ethos of inclusion, enables the College to promote equality of opportunity and eliminate unlawful discrimination on the grounds of: sex; race; disability; age; sexual orientation; gender reassignment; religion or belief; marital status, or pregnancy and maternity.

All members of the College's staff community are required to adhere to and promote the College's values of respect for each other, dignity, diversity and equal opportunity, enabling the continual evolution of a culture of inclusion, where diversity and difference is embraced and open, positive discussion is genuinely valued.

As importantly, the College will not tolerate unlawful discrimination, harassment or victimisation within the organisation.

Northampton College prides itself on being the College of the community and its role in enabling access to education and the provision of an inclusive learning environment, where respect and differentiation in learning is fundamental to our students' success.

Safeguarding

The College is committed to the safeguarding the welfare of its students, staff and visitors.

Safeguarding checks, for example obtaining employment references and the completion of Disclosure & Barring Service (DBS) checks for all new/potential employees and regular visitors to the College, help ensure the safety of our College environment.

It is compulsory for all staff to complete safeguarding training both at the start of their employment and regularly throughout their employment to ensure they have the knowledge to fulfil their safeguarding responsibilities in respect to keeping children safe in education. This includes being able to work with students to develop their understanding of the values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs, and for those without faith.

The College has policies and procedures in place to deal effectively with child protection and safeguarding issues, including those which align with the PREVENT counter-terrorism strategy.

Additionally, the College has robust Safeguarding recording and monitoring processes which correlate with current safeguarding legislation.

Professional Development and Performance and Appraisal Reviews

In addition to mandatory training in respect to Equality and Diversity, Safeguarding and Data Protection (and any other training that the College considers all members of the staff community to undertake), professional development opportunities are available to all members of staff to help them to reach their full potential within their role.

The ability of all members of our staff community to reflect on their performance and both areas of success/achievement and development is a fundamental aspect of the College's ability to continue to improve its quality and outcomes for students. In joining Northampton College, you will be expected, as a professional in your area of expertise, to continually seek ways to enhance your contribution to the organisation, with the Performance and Appraisal Review, with your line manager, being one element of this.

Health and Safety

Under the Health & Safety at Work etc Act 1974, in addition to the College's responsibility to the welfare of its staff community, it is the responsibility of individual staff to take care of their own health and safety at work and that of others who may be affected by their actions.

All members of the College community are required to comply with health and safety obligations, including the prompt reporting of any defects, risks or potential hazards.

Data Protection

The College's stakeholders should be confident that the College hold data in accordance with the Data Protection Principles of: Lawfulness, Fairness and Transparency; Purpose Limitation; Data Minimisation; Accuracy; Storage Limitation; Integrity and Confidentiality (Security), and Accountability.

As such, there are internal policies and controls in place to ensure that data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by those authorised to do so in the performance of their duties. It is paramount that all usage and retention of data complies with the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Computer Misuse Act 1990 and that, as an employee you adhere with all protocols in this regard.

Person Specification

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.	Essential/ Desirable	Assessment Method
Qualifications		
• Educated to level 2 GCSE standards and/or relevant experience	E	A
• Grade 4/C GCSE English and Maths	E	A
• A nationally recognised IT qualification.	D	A
Experience		
• Some experience in a PC Support environment	E	A/S
• Some experience of physical repair of IT equipment	D	A/S
Knowledge/Skills/Abilities		
• Ability to communicate clearly and concisely at all levels whilst understanding your customer's needs	E	A/S
• Ability to be self-motivated, to reflect on own performance within a role and to identify areas of learning/improvement	E	A/S
• Ability to multitask whilst having exceptional attention to detail	E	A/S
• Flexible approach to work and work area, working outside normal hours when reasonably required to do so	E	A/S
• Understanding of safeguarding as it pertains to the Further Education Sector	E	A/S
• Understanding of the benefits of equality, diversity and inclusion within society	E	A/S
• Understanding of the principles of Data Protection	E	A/S
• Ability to travel effectively, for example to other College campuses (Daventry and Northampton)	E	A/S
• Working knowledge of MS Office and other MS applications.	E	A/S

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The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.	Essential/ Desirable	Assessment Method
• Knowledge of Cloud Technologies	E	A/S
• PC Hardware technical skills	E	A/S
• Knowledge of Windows 10/11	E	A/S
• Ability to travel to other College sites as and when required.	E	A/S
• Knowledge of Audio-Visual equipment.	D	A/S
• Basic knowledge of Apple Macs	D	A/S
• Specific knowledge of Laptop and mobile device repair (For example screen/battery/keyboard replacement)	D	A/S

Qualities

• Strong work ethic	E	A/S
• Collegiate	E	A/S
• Innovative	E	A/S
• Flexible	E	A/S
• Team, customer, and organisation focussed	E	A/S
• Reliable	E	A/S

Level of Physical Ability and Activity

• Able to perform manual handling and climb steps and ladders	E	A
• Need to move around site will be required	E	A

E = Essential   **D** = Desirable
A = Application Form   **S** = Selection Process

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