**Job Description**

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| **Directorate** | Facilities & Technical Services |
| **Department** | Services |
| **Section** | ICT Services |
| **Job Title:** | Helpdesk Technician |
| **Reports To:** | Senior ICT Technician |
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| **Job Purpose** |
| To undertake 1st and 2nd line maintenance duties and provide a customer focused support to staff and students. To play a key role in the development of the user desktop experience. |
| **Main Responsibilities** |
| Working within the Helpdesk team this role will provide 1st and 2nd line support for users across 8 sites. Daily works will include general hardware and software maintenance, deployment and configuration of applications, user query resolution and the commissioning / deployment of network hardware and clients.  |
| **Main Tasks** |
| * Assist with the delivery of an effective ICT Helpdesk service by helping customers to resolve day to day faults and dealing with queries.
* Update service desk calls to ensure that monthly Helpdesk statistics are accurate.
* Route calls submitted to the service desk solution to the appropriate team.
* Undertake hardware and software maintenace ensuring services / equipment are left in a secure and working state.
* Undertake network client installation and configuration.
* Ensure the security of clients, applications or devices does not place College systems and data at risk.
* Produce user documentation as determined by the Senior IT Technician.
* Liaise with senior members of the team to ensure services are robust and meet the College’s needs.
* Ensure the Senior IT Technician is notified of events which impact service delivery and meet regularly with the Senior IT Technician to inform him / her of progress.
* Handover and record the issue of loan equipment and contact recipient and arrange the return of loan equipment that has not been returned after the agreed date.
* Maintain an inventory of all College hardware and software.
* Assist in the development of the College ICT Strategy.
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| **General** |
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| **Special Features:** |
| Take part in the ICT Services rota to ensure an effective Helpdesk service is provided between 0800 and 2100, Monday through Friday. |
| **Responsibilities common to all staff** |
| You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the College on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.The College aims to be a place in which people can work and study free from any form of discrimination You are responsible for applying the College’s Equal Opportunities Policy in your own area of responsibility and in your general conduct.You are required to participate with the Appraisal process, engaging in the setting of objectives to assist in the monitoring of performance and the achievement of personal development.All employees are required as part of their duties to take responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.Such other relevant duties commensurate with the post as may be assigned by your manager in agreement with you. Such agreement should not be unreasonably withheld. |
| **Review** |
| This is a description of the job as it is presently constituted. It may be reviewed and updated from time to time to ensure it accurately reflects the job required to be performed, or to incorporate proposed changes.  |

**Person Specification**

In order to be short-listed you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will use the desirable criteria to produce the shortlist.

All disabled candidates who meet the minimum essential criteria will be included on the shortlist

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| **Qualifications** | **Essential** | **Desirable** | **How Assessed** |
| 1 | GCSE (Grade C or above) in Maths, IT and English |  |  | A/I |
| 2 | A relevant IT qualification at level 3  |  |  | A/I |
| **Skills & Abilities** |
| 2 | Technical knowledge of Microsoft and Apple operating systems.  |  |  | A/I |
| 3 | Technical knowledge of Active Directory and associated services.  |  |  | T |
| 4 | Technical knowledge of centralised anti-virus solutions.  |  |  | A/I |
| 5 | Experience of computer hardware maintenance.  |  |  | T |
| 6 | Previous experience providing remote and face to face 1st and 2nd line support.  |  |  | A/I |
| 7 | Understanding of network switching and configuration.  |  |  | T |
| 8 | Full driving licence.  |  |  | A/I |
| 9 | Ability to work flexible hours including evenings as required.  |  |  | A/I |
| **Personal Characteristics** | **Essential** | **Desirable** | **How Assessed** |
| 10 | Has high expectations of self and others |  |  | I/T |
| 11 | Takes responsibility for work activities and personal actions and delivers on commitments |  |  | I |
| 12 | Innovative in response to changing circumstances identifying and or implementing new or improved approaches  |  |  | I |
| 13 | Builds positive relationship with others maintaining mutual trust, candour and respect  |  |  | T |
| 14 | Does the right thing in the right way and is honest and transparent in their approach |  |  | T |

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| **Key** |
| **A** | Application |
| **I** | Interview |
| **T** | Test |
| **C** | Certificate |
| **P** | Presentation |

**Vision, Mission and Values**

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| **Vision** |
| To be the best College in the country. |

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| **Mission** |
| To inspire, challenge and transform lives. |

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| **Values** |
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| **Icon  Description automatically generated** | ***Excellence*** | We have high expectations of ourselves and each other. |
| **Icon  Description automatically generated** | ***Accountability*** | We own what we do, learn from our mistakes and constantly seek to improve |
| **Icon  Description automatically generated** | ***Innovation*** | We seize opportunities and are bold and dynamic in our approach |
| **Icon  Description automatically generated** | ***Collaboration*** | We are one team and work hard to serve each other well  |
| **Icon  Description automatically generated** | ***Integrity*** | We are honest and transparent and do the right thing in the right way |

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**Main Terms and Conditions of Employment**

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| **Salary** | £19,347 |
| **Holidays** | 43 days inclusive of 8 statutory bank holidays  |
| **Pension**  | LGPS Pension |
| **Contact Type** | Permanent |
| **Working Weeks** | 52 |
| **Hours of Work** | Minimum of 35 per week |