**JOB DESCRIPTION**

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| **Job Title** | 1st Line Support Engineer |
| **Salary Scale/Grade** | Grade 5  |
| **Responsible to** | IT Director |
| **Date of Job Description** | 30/11/22 |
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| **Purpose**The IT Support Engineer will work as part of a team to deliver high quality customer support in the troubleshooting and resolution of technical support issues. Team working and communications within an overall approach that values people will be of key importance. |
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| **Main Duties and Responsibilities:**You will spend your days helping colleagues with IT issues, supporting members of the IT team with projects. The successful candidate will have a “can do” attitude and will put staff and students first and foremost. The college is currently investing in the IT Infrastructure, and this will provide excellent exposure to many aspects of IT. The college is committed to professional development and would seek to grow your skills and would aim to offer excellent progression. The IT Team uses industry standard software and hardware so you will be exposed to some of the latest technology.Ideally you will have had some experience as a first line engineer and be looking to move to a role where you can grow your skills and progress.You can expect to be involved in the following areas on a regular basis:* Providing phone/remote support & assistance
* Excellent customer care
* Desktop Support
* Hardware Repairs
* Software Installation
* Projector, cabling, troubleshooting
* Assisting in projects and IT activities as required

**Quality, Standards and Compliance:**Continuous Improvement.* To participate in and attend regular 1:1 meetings to receive feedback, discuss performance and recognise achievements
* To attend and participate in regular team meetings
* To work as part of the team to create an inspiring environment with an open communication culture
* To encourage, support and engage with all members of the team working to achieve goals and priorities within a positive, developmental and inclusive team culture.

Personal Development* Participates in, and co-operates with, own Talent Development Review to ensure that job-related targets are met and ongoing staff development in line with the College’s aims.
* Carries out Continuing Professional Development (CPD) relevant to the role, including subject or professional updates.
* Work within the security guidelines and any relevant codes of practice and rules laid down by the College.
* Complies with the College’s Code of Conduct for employees and any regulations which apply to the role/work area

Diversity and Inclusion and College values* It is the responsibility of the post holder to promote equal opportunity values, College values and recognition of diversity and inclusion throughout the College
* The post holder will undertake their duties in full accordance with the College’s policies and procedures relating to equal opportunity, diversity and inclusion and College values

Safeguarding and PREVENT Responsibilities* It is the responsibility of the post holder to commit to safeguarding and promoting the welfare of students within the College
* The post holder will undertake their duties in full accordance with the College’s policies and procedures relating to safeguarding, PREVENT and promoting the welfare of children

Data Protection and Confidentiality* The post holder will undertake their duties in full accordance with the College’s policies and procedures relating to Data Protection and confidentiality

Health & Safety* The post holder will undertake their duties in full accordance with the College’s Health and Safety policies, procedures and risk assessments
* Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the College on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare

Additional Duties* To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the area.
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| **GENERAL:**The job description is a current statement of the duties and tasks required of the post holder concerned. The nature of the job description will change from time to time and its terms are always governed and over-ridden by the post holder’s Contract of Employment. The duties outlined in this document do not constitute a comprehensive or exclusive list of duties, and duties may be varied from time to time provided they do not change the general character of the job level or responsibility entailed.  |

**PERSON SPECIFICATION**

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| **Job Title** | 1st Line Support Engineer |
| **Department** | IT Services |
| **Salary Scale/Grade** | Grade 5 Sup 7  |

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| **Criteria** | **Description** | **Essential Desirable****(E/D)** | **Assessed By Application Interview Test** |
| Education & Qualifications | A good standard of basic education (Maths and English GCSE pass or equivalent) | E | A/T |
| 2 to 3 A Level passes or equivalent  | E | A |
| Experience | Ideally you will have had some experience as a first line engineer and be looking to move to a role where you can grow your skills and progress. | D | A/I |
| The role is open to candidates who have not worked on a helpdesk previously but can demonstrate good IT skills and customer service as well as an aptitude to learn new skills. | E | A/I |
| Skills, knowledge, and competencies. (Any of these an advantage) | Windows 10 | E | A/I/T |
| Laptops and Desktops (Lenovo) | E |  |
| VMWare | D |  |
| Meraki Networking | D |  |
| N Central | D |  |
| IT Glue | D |  |
| Helpdesk software  | D |  |
| Personal characteristics | Excellent communication skill | E |  |
| Working well as a member of a high performing team | E |  |
| Organisational and analytical skills | E |  |
| Fantastic customer service skills | E | A/I |
| Professional approach to work and appearance | E | A/I |
| Commitment to excellence and quality | E | A/I |
| Other | A commitment to safeguarding and the wellbeing of learners | E | A/I |
| This post is subject to an enhanced Disclosure and Barring Service check. | E | A/I |

The City of Portsmouth College is committed to safeguarding and promoting the welfare of children and young people in or college. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.