



# JOB DESCRIPTION

POST TITLE	:	Evening IT Technician
SCALE	:	Support Scale
SALARY	:	Up to £28,337
RESPONSIBLE TO	:	Network Services and Cyber Security Manager
CLOSING DATE	:	Monday 27 January 2025
INTERVIEW DATE	:	Tuesday 4 February 2025

## **Main Purpose of the Post**

To provide IT support to enable the day-to-day functionality of Burnley College computer equipment, cloud services and associated sites including the following:

- Audio/Visual equipment
- Printers and MFDs
- Desktops, laptops, tablets and all other end-user devices
- Microsoft and Google Cloud services

## **I Responsibilities and Job Activities**

- 1.1 To provide first-line IT support to Burnley College staff and students
- 1.2 To ensure that all reported faults are resolved in a timely manner
- 1.3 To ensure that software is available and functional for both staff and student users in line with the College's needs
- 1.4 To ensure all major College events receive sufficient and timely IT support
- 1.5 To ensure all cloud services are utilised and configured to the need of each department
- 1.6 To provide additional assistance for the second- and third-line teams where necessary
- 1.7 To provide support during college events

## **2 Support and maintenance**

- 2.1 To support and maintain the end user devices and equipment on the Burnley College network, such as desktops, laptops, tablet devices, and apple macs, including all related peripherals

- 2.2 To support and maintain audio visual equipment, including smart boards, projectors and associated devices
- 2.3 To assist in administering and implementing the deployment of end-user devices, and ensuring that the correct software is loaded and available to users
- 2.4 To assist in the relocation/redeployment of computer hardware and software in line with the College's strategic plans and curriculum needs,
- 2.5 To perform proactive maintenance according to pre-set schedules
- 2.6 To assist members of the academic staff to facilitate the efficient use of classroom computers and peripherals
- 2.7 To assist students in the use of College computer equipment and related peripherals
- 2.8 To implement and maintain device management software such as InTune.
- 2.9 To manage updates of software via InTune.

### 3 Other duties

- 3.1 To ensure appropriate records are kept to facilitate a measurable, efficient and cost-effective network support service
- 3.2 To carry out all delegated tasks and duties in full compliance with the policies and procedures of the College, and the department
- 3.3 To ensure that the ticket-tracking system is used effectively to avoid duplication of work within the team
- 3.4 Assure full compliance within the areas of responsibility and more broadly across the College with key policies, notably Single Equality and Health and Safety
- 3.5 To carry out such duties as the Principal may reasonably require

#### NOTES:

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Changes outside this description will only be made after consultation with the object of reaching agreement, with the person concerned, and will be recorded on the individual's job description. If however after consultation, the person concerned were not in agreement with the proposed change, then they would be able to use the grievance procedure.

#### LOCATION:

The job is initially located on the College's main site. However from time to time the post holder will be required to work on different duties, or in any other jobs, within his/her competence, such jobs being in



his/her present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

**HOURS: 37**

**The hours for this position vary depending on the day or time of year.**

**During Term Time:**

**Monday - Thursday 12.40pm – 9.00 pm**

**Friday 8.40 and – 4.30 pm**

**During College Holiday Periods:**

**Monday-Thursday 8.40am to 5pm**

**Friday 8.40am to 4.30pm**

**Reason adjustments will be made to transition between Term Time and College holiday hours.**

**Note:**

**The distribution of hours will be determined by agreement based on the needs of the College. These may change periodically. A flexible approach to the working hours is required occasionally which may fall outside of the standard hours as detailed above.**

# PERSON SPECIFICATION

**POST:** IT & Cloud Technician

**DIVISION:** Network Services

<b><u>QUALIFICATIONS</u></b>		<b>Essential(E)/ Desirable(D)</b>	<b>To be identified by:</b>
1	Degree or equivalent	D	Application form
2	Relevant current IT qualification/certification	D	Application form
<b><u>EXPERIENCE</u></b>			
1	Recent experience in IT support in a Microsoft Windows environment	E	Application form
2	Experience of providing IT support on the Apple Macintosh platform	E	Application form
3	Experience of working with an industry standard ticket-based helpdesk system	E	Application form
4	Experience working with Microsoft Cloud Technologies e.g. InTune and Azure.	E	Application form
5	Experience working with Google Workspace	D	Application form
<b><u>KNOWLEDGE/SKILLS</u></b>			
1	Must be reliable and conscientious	E	Interview
2	Must be adaptable and willing to learn new skills	E	Interview
3	Must be prepared to use initiative where necessary	E	Interview
4	Must be able to communicate effectively with staff and students	E	Interview
5	Must be able to work as part of a team	E	Interview

## **PERSONAL**



1	Commitment to the delivery of excellent support to our students	E	Interview
2	Excellent communication skills	E	Application form/ Interview
3	Good teamworking skills and commitment to teamworking	E	Application form/ Interview
4	A commitment to ongoing professional development	E	Application form/ Interview
5	Enthusiasm for the role of further education in building and changing lives	E	Application form/ Interview

### **STANDARD COLLEGE REQUIREMENTS**

1	Commitment to College's Single Equality and Health & Safety Policies	E	Interview
2	The College is committed to safeguarding and expects all staff to share that commitment	E	Application form/ Interview/DBS/ References
3	Regular and Reliable Service (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)*	E	References/ Occupational Health Assessment

*\*Note this does not affect any individual's rights under the Equality Act. The College wishes to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled applicants who meet the essential criteria will be guaranteed an interview.*