



JOB DESCRIPTION

POST TITLE: GRADUATE IT TECHNICIAN
(FIXED TERM FOR 18 MONTHS)
POST NO: WREQ2639
GRADE: HAY SCALE

JOB PURPOSE

Weston College is a highly successful award-winning FE College that is seen as a leader of digital teaching and learning approaches. This relies on a knowledgeable dynamic IT department delivering a flexible modern IT infrastructure.

As a member of the Weston College IT Department, the post holder will ensure the effective operation of Weston College Group IT equipment & systems. Primarily, the post holder will be the first line of support in the operation of the IT Helpdesk function and will include various associated administrative duties. There will also be the opportunity to work across the various College campuses to develop your wider skills set, gain further experience. You will be expected to work as a flexible member of the IT Department staff.

DUTIES AND RESPONSIBILITIES

You will be responsible to the IT Customer Services Manager for the following:

- Providing excellent customer service and providing high-quality advice and guidance via the phone, instant messaging, email or face to face.
- Recording, investigating & resolving 1st line IT support and activity requests.
- Recording, assigning and escalating 2nd & 3rd line IT support and activity requests ensuring a smooth resolution.
- Setting a good example and ensuring compliance with IT policies and cyber / data security best practice.
- Assist with the inventory of equipment including imaging on equipment, updating details of existing equipment and the disposal end of life equipment following the Colleges secure disposal process.
- Assist in ensuring that all systems, software and hardware comply with College policy and legal requirements including but not restricted to software licencing, data privacy/security, accessibility & health and safety.
- Carry administration duties to help ensure the smooth running of the IT Department.
- Problem-solve issues by using technical help web sites, technical user groups, professional forums and other sources of advice and guidance.



JOB DESCRIPTION

- Keep skills and knowledge up to date with self-motivated continual personal development.
- Complying with all Weston College policies and procedures.
- Complying with Information Security requirements, in line with Weston College policy.
- Carrying out such other duties as required, as are commensurate with the grade of the post.

SUPERVISION RECEIVED

The post-holder will report directly to the IT Customer Services Manager.

SUPERVISORY RESPONSIBILITY

None.

CONTACTS

Appropriate academic staff, students, members of the public, and computer contractors/suppliers.

HEALTH AND SAFETY

All staff have a duty to maintain the safe and clean conditions of their workplace area and to co-operate with Weston College on matters of Health and Safety. Staff are required to refer to Weston College Health and Safety Policies in respect to their specific duties and responsibilities.

STAFF DEVELOPMENT

All staff are required to participate fully in Weston College's staff development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.



JOB DESCRIPTION

CONDITIONS OF SERVICE

The College standard Contract of Service for Support staff applies.

SALARY

Hay 10 Scale, Points 18-21 £18,603.00 to £20,732.00 per annum.

HOURS

Hours of attendance: Full-time, 37 hours per week.

Annual leave: 281.5 hours per annum, inclusive of statutory bank holidays and college closures.

The College reserves the right to direct up to 5 days of your annual leave entitlement for efficiency purposes.

Weston College is committed to safeguarding and promoting the welfare of young people and vulnerable adults, and expects all staff and volunteers to share this commitment.



PERSON SPECIFICATION

| | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| Five GCSEs at grade 4 / C or above (or equivalent), including Mathematics and English. <i>All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English, or be willing to undertake the qualification whilst in post.</i> | ✓ | |
| A Degree-level IT qualification. | ✓ | |
| Knowledge and experience of Microsoft Windows 10 Operating System, Microsoft Office 365 and associated software. | ✓ | |
| Basic knowledge of IT networks. | ✓ | |
| Ability to work as part of a team and deal comprehensively with customer's queries, suppliers, and external partners. | ✓ | |
| Strong administrative skills. | ✓ | |
| A strong aptitude and desire to learn. | ✓ | |
| Computer literacy and a passion for IT. | ✓ | |
| Excellent interpersonal skills. | ✓ | |
| Ability to work under pressure. | ✓ | |
| Excellent communication skills. | ✓ | |
| Experience or working knowledge of: <ul style="list-style-type: none"> • ITIL – The Service Practitioners Qualification. • Windows Server and Mac Operating Systems. • ISO 27001 or Cyber Security. | | ✓ |
| Full driver's licence and access to own vehicle at all times. | ✓ | |



JOB DESCRIPTION

IT DEPARTMENT OVERVIEW

All IT support and development within the College is the responsibility of the Head of IT. The IT support staffs respond to IT-related problems and ensure the efficient operation and development of the College IT facilities.

The Head of IT leads a dynamic IT Department which comprises 4 teams:

- IT Technician Team (6)
- IT Analyst Team (4)
- IT Development Team (2)
- IT Analyst for Offender Learning (1)

The IT Department is responsible for all IT hardware, software, and IT services available to learners and staff across all College Campuses.

The Network comprises of the following:

- 4 Main Campuses (5 satellite sites & 20+ Prisons sites in the SW/SE)
- 4000+ Computers including Laptops, Tablets, iPhones, and 400+ Apple MACs)
- 200+ Smartboards and AV Screens with MS TEAMS facilities
- 30,000+ User Accounts
- 100+ Servers (including over 60 virtual servers)
- The network WAN / LAN, Wi-Fi & VOIP platforms are all based on Cisco hardware with approximately 200 cisco switches.

The College runs a wide range of software including site licences of

- Windows 10 64-bit Education
- Windows Server 2012 R2, 2016 & 2019.
- Mac OSX 10.15 +
- Microsoft Office 365 – OneDrive,
- Microsoft Teams
- Adobe Creative Cloud Suite
- SharePoint Online
- Exchange Online
- Tribal EBS 4.3 plus
- Helpdesk System - Microsoft Service Manager Console.

Statistics

- 200 – 250 x Incidents per month resolved
- 150 x New/Change requests per month processed
- 270 x Software Applications managed.

IT Office

The IT Support Team is based on the 1st floor of the Knightstone Campus near the centre of the town. You may be called upon occasionally to visit other sites in accordance with the role's requirements and responsibilities.

The College has a ramp access for wheelchair users to the front and side of the building. A lift operates up to the 7th floor.