



# Job Description

## IT Technician

**Line Manager:** Network Manager

**Start Date:** As soon as possible

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### Key purpose of role:

The role is to provide first line support to the users of the College's IT Systems and would appeal to someone who is prepared to carry out routine tasks carefully and responsibly, follow directions vigilantly and work effectively with others in the team, with the capacity to work independently as needed.

### Duties and responsibilities

In the first instance, the duties and responsibilities are listed below. As the needs of the College change, you will be expected to take on or relinquish responsibilities as directed by the Senior Leadership Team.

### Role specific responsibilities

- Provide 1<sup>st</sup> Line support to users of the College Computer Systems.
- Perform routine tasks such as password resets, account creation and user access rights requests.
- Investigate and repair software & hardware errors reported.
- Maintain equipment as required, including:
  - keeping printers supplied with paper and ink and carrying out daily checks on the same
  - routine maintenance on audio-visual equipment
- Maintain the stock of consumable supplies e.g. printer toner.
- Set up equipment in readiness for Powerpoint presentations, as needed, in various locations in College.
- Carry out Operating System and Application Deployment as required.
- Assist in maintaining the equipment inventory.
- Provide support and advice to users to enable them to get the best out of the College computer systems.
- Transport hardware to various locations in College.
- Input data into computer systems.
- Follow procedures and complete documentation, as required.
- Assist in writing procedures and user documentation.
- Carry out other tasks as requested.

### General duties and responsibilities

The post-holder is required to:

Promote, act as a role model and implement the College's policies, practices and procedures including those relating to diversity and inclusion.

Take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the College's responsibilities under the Health and Safety at Work Act.

Demonstrate day-to-day commitment to the College's core values of community and mission statement.

Carry out such reasonable additional duties as may from time to time be determined by or on behalf of the Corporation.

***All staff and senior post-holders have a duty for safeguarding and promoting the welfare of children and young persons. Staff must be aware of the College's procedures for raising concerns about children's welfare and must report any concerns to the Designated Person without delay. Staff***

***must also ensure they attend the appropriate level of safeguarding children training identified by the College as relevant to their role.***

### **Special features of the post**

This job specification is subject to review. Any changes in substance or interpretation will be implemented after consultation with the post-holder.

The successful applicant will join a very friendly, hardworking and dedicated team supporting each other to the full at all times and working comfortably within such a team, but can be equally comfortable using their own initiative to solve problems that come their way.

### **Diversity and Inclusion Statement**

The College will seek to ensure that all existing and potential employees and students are given equal opportunities for employment and education. It is committed to the Equality Act, 2010 whereby College will not unlawfully or unfairly discriminate on the grounds of age, sex, race, disability, religion or belief, sexual orientation, gender reassignment or marital/civil partnership status. The College will seek to ensure that no applicant for employment or education is disadvantaged by conditions or requirements which cannot be justified. The College provides an open, inclusive and safe environment for all its students, employees and visitors.

### **Safeguarding Statement**

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

The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of the right to work in the UK.

### **Prevent Statement**

The successful applicant will be required to uphold the values of democracy, rule of law, individual liberty and tolerance and have mutual respect for those with different faiths and beliefs.

**Simon Lett**  
**Principal**

**July 2022**

# IT Technician

## Further Particulars

### Salary:

The salary for this post will be within the range 3 to 7 of the pay spine for Support Staff, which is currently £18,593.00 - £20,126.00 per annum. The starting salary will be dependent on the qualifications, skills and experience of the successful applicant.

### Conditions of Appointment:

Appointment is initially to a permanent contract working to the terms and conditions of service for all College staff under the following main provisions:

### Contractual Hours of Work:

37 hours per week, typically Monday to Thursday, 8.30 am to 4.30 pm and Friday, 8.30 am to 4.00 pm, all year round (including College holidays).

The duties and responsibilities attached to all College roles demand a flexible and thoughtful approach to work. Work life balance is strongly supported by all.

### Holiday Entitlement:

22 days holiday per annum, plus 10.5 public holidays. Employees with five or more years' continuous service with the College are entitled to receive an additional five days annual leave. The leave year runs from 1 April to 31 March.

### Pension:

You will be entitled to participate in the West Yorkshire Superannuation Scheme. Further details available on request.

### Safer Recruitment:

We have a strong commitment to safeguarding; all offers of employment are subject to the following pre-employment checks:

- Proof of identity
- Evidence of right to work in the UK
- Enhanced Disclosure and Barring Service check.
- Overseas criminal record check if you have lived or worked outside the UK in the last five years, for a minimum of three months
- Evidence of relevant qualifications
- Fitness for work
- Two references, including one from current and/or most recent employer or school/college tutor

### Closing Date:

The closing date for applications is **Monday 8 August 2022**.

### Applicants for this post are asked to:

1. Complete the College's application form and Equality and Diversity form.
2. Write a supporting letter of application, with CV if you consider it useful.

### Please send the completed details, as soon as possible, to:

Jen Rothery, Human Resources Advisor, as an email attachment to [jobs@greenhead.ac.uk](mailto:jobs@greenhead.ac.uk).

*If you apply and are unsuccessful in being called to interview, can I thank you in advance for your time and trouble in making this application. Due to time constraints it would be impossible to respond to everyone individually - I hope that you will understand. The college is committed to Diversity and Inclusion and welcomes applications from all sections of the community.*

## PERSON SPECIFICATION: IT Technician

CRITERIA	ESSENTIAL	DESIRABLE	Assessed from:
<b>QUALIFICATIONS</b>	A good standard of education	First aid qualification, or willingness to undertake one.	Application Certificates
<b>KNOWLEDGE/ UNDERSTANDING</b>	To be prepared to explore and develop new skills  A good understanding of computer operating systems, mobile devices, other tech products and desktop applications		Application Interview  Interview
<b>EXPERIENCE</b>	High standards of work	Experience in a similar role	Application
<b>SKILLS/ABILITIES</b>	A high level of organisational skills  Good communication skills  Ability to work calmly under pressure and to tight deadlines  Reliability and ability to work independently  A quick, confident learner, able to adapt to new systems.  Ability to show initiative and to know when to ask for help	Configuration of desktop operating systems and applications    Troubleshooting skills	Application Interview  References
<b>ATTRIBUTES</b>	Reliable with good timekeeping skills  A commitment to safeguarding, promoting the welfare of young people  A commitment to diversity and inclusion  A willingness to be flexible		Interview  References