



Job Description

Senior IT Technician

Line Manager: Network Manager

Start Date: As soon as possible

Key purpose of role:

To maintain and support the College's client and server-based systems.

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

1. To provide 1st, 2nd and 3rd line support for staff and students;
2. To manage and maintain a number of systems, such as VMWARE, Microsoft Server, Sophos Firewall, Exchange Online, Sophos Web & Antivirus systems, Smoothwall, Impero & Netsupport Classroom Management, Backup Exec, Veeam and Microsoft Server systems (which host various Software Applications); Office 365, Desktop Deployment, Application Patching and Deployment via PDQ & Audio Visual & Printing Hardware located across the Campus.
3. Technical support for Apple clients & JAMF Policies and Management Systems.
4. Support & Maintain On-Line Systems such as Azure, Intune, Teams & Sharepoint
5. Monitor & Maintain Network Security Systems, Client Patching & Infrastructure Monitoring
6. To configure and maintain Network Infrastructure Such as Switches. Wi-Fi, Telephones & CCTV
7. Document & record procedures undertaken maintaining accurate records within new and existing systems;
8. To work with external contractors;
9. To undertake further relevant training as appropriate;
10. Any other duties as may be reasonably requested by the line manager to allow for the efficient running of the College without changing the general character or level of responsibility entailed.

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

Senior IT Technician

Further Particulars

Salary:

The salary for this post will be within the range 8 to 17 of the pay spine for Support Staff, which is currently £20,771.00 - £27,569.00 per annum. Starting salary will be dependent on qualifications, skills and experience.

Conditions of Appointment:

Appointment is to a permanent, full-time 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

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.

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: Senior IT Technician

CRITERIA	ESSENTIAL	DESIRABLE	Assessed from:
QUALIFICATIONS	A good standard of education	Relevant IT qualifications / training	Application Certificates
KNOWLEDGE/ UNDERSTANDING	An excellent understanding of computer operating systems, mobile devices, other tech products and desktop applications	Knowledge of Scripting	Application Interview Interview
EXPERIENCE	High standards of work Proven track record and ability to manage & support Industry Standard applications and systems used at the College	Apple Mac Management Experience of working in an educational environment	Application
SKILLS/ABILITIES	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		Application Interview References
ATTRIBUTES	Be prepared to explore and develop new skills Reliable A commitment to safeguarding, promoting the welfare of young people A commitment to diversity and inclusion A willingness to be flexible		Interview References