

JOB DESCRIPTION

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| **Job Title: I.T. Support Technician**    **Grade**  **4**  **Directly responsible to: IT and Operations Manager** |

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| **Purpose of job: To contribute to an efficient and reliable IT service using a diverse range of I.T. technologies that supports both learners and staff towards its strategic aim to becoming an outstanding College.**  **To support a busy IT department by being responsive to 1st line and 2nd line IT jobs logged via the helpdesk, telephone or in person. To be an effective communicator, able to work as part of a team and enthusiastic to develop and progress further within the I.T. field.** |

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| **MAIN RESPONSIBILITIES AND DUTIES:**   1. To provide professional and ‘customer oriented’ support to I.T. users throughout the College. 2. Evaluate user needs and log them onto the helpdesk software. 3. Resolve 1st line and / or 2nd line helpdesk calls within SLA timescales. 4. To take part in equipment and software rollout projects. 5. To manage the endpoint lifecycle using tools such as Intune, SCCM, JAMF, etc. and be part of the deployment process. 6. To ensure all I.T. assets are accurately tracked as part of the endpoint lifecycle. 7. To install software and hardware as required and directed by senior members of the department. 8. To install Windows 11 and keep the OS and applications updated. 9. To ensure that your work is in line with IT policies and security. 10. To engage with College stakeholders as and when required or directed by the I.T. and Operations Manager. 11. To assist in the installation and upkeep of new systems and services within the College. 12. Keeping up to date with the latest technologies especially in the areas of Microsoft 365. 13. Provide technical support of Audio / Visual devices. 14. Obtain competitive prices from suppliers, where appropriate, to ensure cost effectiveness. 15. Co-operate and liaise with colleagues in the section and across the College. 16. Participate in the consultative framework of the sector and across the College. 17. To be an active member of the I.T. Services team and especially the I.T. helpdesk team 18. To undertake other duties commensurate with the grade of the post as may be requested by the I.T. and Operations Manager. 19. The post holder will be expected to work flexibly and efficiently to maintain the highest professional standard and to promote and implement the policies of the Corporation. 20. To actively contribute to the College’s safeguarding children and safeguarding vulnerable adult agenda. 21. In carrying out his/her duties the person must comply with Health and Safety Regulations. 22. Be fully aware and comply with the College policy on equal opportunities. 23. The post holder will be expected to comply with any rules and regulations, which the Corporation may from time to time issue to ensure the efficient operation of its business and the welfare and interests of its learners and employees. |

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| **PHYSICAL CONDITIONS**  **PLACE OF WORK**  This post will be based predominantly at the Deane Road Centre, but as the college has a number of out centres in the Bolton area, the post holder will be expected to visit these from time to time as needed.  **WORKING HOURS**  You will be expected to work 37 hours per week. As the availability of I.T. Services are critical to the College and in line with most I.T. working environments, you will be expected to be flexible around when these hours are worked although it is anticipated that in the main they will be close to the College’s normal working day.  **Training**  The College wishes to encourage staff to increase their skills and qualifications, for the benefit of the individual and the College. The post holder may therefore, at the discretion of management, be required to undertake training and development appropriate to present and future needs of the College.  All staff will be required to participate in an annual staff development review.  **SOCIAL CONDITIONS**  **PROBATIONARY PERIOD**  For new employees to Bolton College, the first 9 months will be a probationary period, during which their suitability for the position to which they have been appointed will be assessed. The College reserves the right to extend their probationary period if, in its opinion, circumstances so require. During the probationary period, the employment may be terminated either by the post holder or by the College on giving one month’s written notice. The College’s Disciplinary Procedure will not apply during the probationary period.  **APPRAISAL**  The post holder will be required to participate in a staff appraisal scheme approved by the College.  In the interests of health and safety, smoking is not permitted at Bolton College. |
| **JOB DESCRIPTION PREPARED BY: Irfan Patail - I.T. and Operations Manager**  **DATE: March 2024** |