

<b>Job Title:</b>	<b>IT Technician</b>
<b>Salary:</b>	<b>Business Support 12 – 18 BAR 19 – 21</b>
<b>Reports To:</b>	<b>IT Services Team Leader</b>

## **JOB DESCRIPTION**

### **Job Purpose**

To work with the Computer Services Team to provide an efficient IT Helpdesk and Support service to all users on our Main Campus and Outreach Centres in line with College policy and user needs. To co-ordinate one or more areas of IT Support provision.

### **Key Responsibilities**

- Provide an efficient and responsive support service to all users as part of the IT Support team.
- To work as a member of a team to provide high quality of service to staff, students and members of the public.
- Provide initial interface to users calling at, emailing or telephoning the Helpdesk, log the job on the Departmental Job Schedule and either provide assistance or refer to a colleague for resolution within an advertised timescale.
- Maintenance of Network User Accounts
- Maintenance of Consumables/Stock Control
- Issue, return and maintenance of College Pool Equipment
- Install, configure and maintain computer workstations and peripherals.
- Deal with day to day technical hardware/software problems.
- Maintain auditable, accurate records of documentation as required
- To provide other general administrative support as required
- To comply with all cross-College policies and procedures and participate in personal professional development activities
- Undertake any other tasks commensurate with skills, qualifications and experience

### **General Responsibilities**

- To operate within budget constraints, and secure financial control and value for money in all activities.
- To contribute to a culture of continuous improvement.
- To demonstrate behaviours that are consistent with an open, inclusive and participative management style.
- To proactively ensure ongoing competence in the job role by participating in professional development activities
- To comply with all mandatory training requirements including cross-College and those specific to the job role

- To comply with all cross-College Policies and Procedures and take specific responsibility for the College's commitment to diversity, equality of opportunity and for maintaining a safe and healthy working environment.
- To carry out any other duties commensurate with position, qualifications and experience.
- To keep up to date with all relevant specialist information and developments – including legislation – and assess impacts, ensuring appropriate dissemination or implementation.
- To participate in relevant industrial opportunities as identified by the line manager.
- To work to the highest professional standards in accordance with the Staff Code of Conduct and to comply fully with the College's commitment to equality and diversity.
- All College employees are required to safeguard and promote the welfare of children and vulnerable adults.
- To adhere to the College's Data Protection Policy and Electronic Communications guidance including email and internet usage.
- To take reasonable care of your own health and safety, and of the safety of other people in accordance with College policies and procedures.
- To comply with the requirements of the Welsh Language Standards and contribute towards facilitating language choice within the College's service and curriculum provision.

The College is committed to the promotion of Education for Sustainable Development and Global Citizenship (ESDGC), the Welsh language, Equality and Diversity, Essential Skills, Health, Safety, Safeguarding, Wellbeing and the Environment.

Mae'r Coleg wedi ymrwymo i hyrwyddo Addysg ar gyfer Datblygiad Cynaliadwy a Dinasyddiaeth Fydeang (ADCDF), yr iaith Gymraeg, Cydraddoldeb ac Amrywiaeth, Sgiliau Hanfodol, Iechyd, Diogelwch, Diogelu, Lles a'r Amgylchedd.

## Person Specification

Selection Criteria	Essential	Desirable	Method of Assessment
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Relevant Level 3 or equivalent IT qualification</li> <li>• Good general education to minimum level 2 or above to include English, Maths and IT</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Level 4 qualification i.e HNC or equivalent (or working towards) (or currently working towards)</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrate experience in using advanced features of Microsoft generic software</li> <li>• Ability to familiarise yourself with new software products</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Microsoft administration tools (Active Directory)</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form/ Interview</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills.</li> <li>• Able to work accurately towards targets and deadlines.</li> <li>• Excellent organisational skills</li> <li>• Ability to work effectively with students, staff and external customers</li> <li>• Technical problem-solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to meet and greet in Welsh for the purpose of providing customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Approachable, flexible and professional manner</li> <li>• Strong Team player</li> <li>• Able to use initiative at all times.</li> <li>• Ability to work as a member of a team</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• Suitable to work with children and vulnerable adults</li> </ul>		<ul style="list-style-type: none"> <li>• Application Form/ Interview</li> </ul>