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**Job Description:**

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| --- | --- |
| **Post:** | Junior IT Technician |
| **Salary Grade:** | Grade 1 Point 2 37 hours / 52 weeks |
| **Responsible to:** | IT Support Team Leader |
| **Responsible for:** |  **IT Support requests and their satisfactory resolution** |

**Key Purpose:**

|  |  |
| --- | --- |
| **1** | With guidance and support from IT Technicians and Senior IT Technicians provide assistance to staff and students with IT related issues. |
| **2** | Perform routine, day-to-day IT support tasks (e.g. projector filter cleaning, audio-visual setup, stock taking/control, PC move/imaging/distribution etc.) |
| **3** | Assist, under the supervision of IT Technicians and Senior IT Technicians, with more complex IT support related issues as operationally required. |

**Key Responsibilities and Accountabilities:**

|  |  |
| --- | --- |
| **A** | Where operationally required, man the IT Service Desk and work at any college site. (This may entail local travel) |
| **B** | Assist and take ownership of staff and student IT related queries and support requests, and follow through to successful resolution. |
| **C** | Assist the IT Technicians and Senior IT Technicians with more complex IT support requests as per their requirements and instructions. |
| **D** | Maintain accurate logging on IT support requests |
| **E** | Assist the IT Service Desk Coordinator and IT Support Team Leader in prioritising support requests |
| **F** | Where operationally required, be available to work during college open evenings. |
| **G** | Where operationally required, be available to work occasional Weekend/Out of Hours |
| **H** | Adhere to any departmental or college holiday restrictions |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Provide an extremely high standard of customer service and support, striving (where possible) to exceed customer expectations. |
| **2** | Fully support and adhere to the college approved strategies, policies and procedures. |
| **3** | Champion the college’s equal opportunities and health and safety requirements |
| **4** | Take responsibility for one’s own professional development. |
| **5** | Challenge disruptive and/or inappropriate behaviour of students and ensure the promotion of an environment conducive to teaching and learning |
| **5** | Be responsible for safeguarding and promoting the welfare of young children, young people and vulnerable adults. |

This job description is current as at the date shown below. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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| --- | --- | --- | --- | --- |
|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** | **How assessed** |
| 1 | Customer Service NVQ2 |  | ✓ | A |
| 2 | Level 2 or Level 3 Qualification in an IT discipline | ✓ |  | A |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |  |
| 3 | Printer Supplies Management |  | ✓ | A |
| 4 | Account Management (Windows) |  | ✓ | A |
|  |  |  |  |  |
|  | **SKILLS & ATTRIBUTES** |  |  |  |
| 5 | Report Building |  | ✓ | A |
| 6 | User Training |  | ✓ | A |
| 7 | Microsoft Office Knowledge |  | ✓ | A |
| 8 | Windows 10/8/7 Knowledge |  | ✓ | A |

Key to assessment methods:

A = Application I = Interview P = Presentation MT = Micro Teach session