JOB DESCRIPTION

Post Title: IT Support Team Leader

Salary: Point 29 (£22,714 per annum) on the Sixth Form Colleges' Support
                     Staff Scale.

Purpose: To work as part of the Cross College IT team in supporting and
                     improving the IT provision of the college.

                     To provide day to day management of the IT Technicians with
                     responsibility for managing the Helpdesk function.

                     To organise and manage the setup and support of IT used during
                     college events throughout the year.

Responsible to: The Principal through the Head of Information Systems and Network
                     Manager.

Liaising with: All staff and students, including the Head of Information Systems,
                     Network Manager and technical colleagues in particular.

Main Duties and Responsibilities

- To manage the CCIT technicians' daily duties and workload ensuring that any helpdesk requests are actioned in line with college Service Level Agreements(SLAs) and monitor that work is performed promptly and correctly.
- To ensure that regular jobs such as room checks and the setup of assemblies are carried out.
- To provide IT support for roadshows at schools. This involves setup of projector and Apple Macbook and speakers and support during the event – training provided.
- To provide regular reports on the performance of the CCIT team in relation to its SLAs and Key Performance Indicators (KPIs).
- To ensure that the IT Technicians' are delivering a high standard of customer service to staff and students.
- To meet with the Network manager and other members of the CCIT Team to discuss matters affecting the delivery of IT within the college.
- To support the Network Manager in the planning and costing of future developments to the ICT infrastructure and project work as required.
- To assist the Network Manager in the production of regular reports.
- To follow IT procedures to complete basic IT support tasks such as unlocking student accounts, changing passwords, replacing printer toner. Provide day to day help and assistance to end users to enable them to use the hardware and software provide safely and efficiently.

- To work with the Network Manager and Director of College Services to ensure that all on site and off site college events have the correct provision of IT equipment and support.
- To assist in ensuring that relevant departmental documents and procedures are produced and are kept up to date.
- To administer the college Asset Management System to maintain an up to date inventory of college equipment, warranty agreements and support information.
- To administer stock maintenance and resupply – ensuring at all times the college has the appropriate stocks of spares and parts, including paper, toner and organising resupply as appropriate.
- To work with the Network Manager in the purchasing of IT equipment, obtaining quotes from suppliers as requested.
- To develop his/her skills and knowledge of the college's systems and IT in general with the help of other department members.
- To maintain confidentiality at all times in respect of college related matters and to prevent the disclosure of confidential and sensitive information.

Out of hours work

- It will also be expected that in the rare event of unforeseen systems failure, that the successful candidate will work out of hours at short notice to assist or take charge of the recovery of the system(s) affected.

Whistleblowing

- All CCIT (Cross College IT) and CIS (College Information Systems) employees have a specific and explicit duty to inform the ILT Manager/Senior Management if they are or become concerned that poor or inappropriate practice or procedures threaten the safety or integrity of all or any part of the IT service, software, hardware or data

Staff Development

- To undertake staff development where appropriate.
- To take part in the College's Appraisal Process.

Deployment of Staff

- To ensure that appropriate arrangements for cover are made when absent.
- To work as part of a team and to ensure effective working relations.

Quality Assurance

- To ensure the effective operation of quality assurance systems.
- To contribute to the process of the setting of targets within the department and to work towards their achievement.
- To assist with the implementation of College quality procedures, especially through contribution to the self-assessment process.

Communications

- To ensure familiarity with the department's aims and objectives.
- To liaise with relevant external bodies as appropriate.

<u>Marketing and Liaison</u>

- To contribute to the College liaison and marketing activities.
- To link with external agencies as appropriate.

<u>Management of Resources</u>

- To contribute to the maintenance of an attractive working environment in the IT areas and any other rooms used.

<u>Other</u>

- To support the aims and objectives of the College.
- To attend meetings as appropriate.
- To wear the corporate clothing provided by the College, where appropriate, or otherwise standard business attire.
- To undertake any other duties the Principal or her designated alternate may reasonably direct from time to time within the context of the Loreto College contract.
- This Job Description is subject to periodic review and amendment.
- The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION: IT SUPPORT TEAM LEADER

This person specification will be used in shortlisting and interviewing to select the best candidate. Each applicant should, therefore, address the person specification in his/her written application and where appropriate you should give examples of how you meet the criteria.

	Essential	Desirable	Method of Assessment
Experience			
Over 2 years' experience of managing a team	✓		Application, Interview
Experience of working in an educational establishment		✓	Application, Interview
Knowledge and Skills			
High level of literacy/communication skills, capable of independently producing documentation written to a high, professional standard.	✓		Application, Interview Test
Able to build respect and credibility within the team. Demonstrate ability to motivate staff, support them to meet their goals and objectives, identify and manage potential issues at an early stage.	✓		Application, Interview
Good level of numeracy and literacy	✓		Application Interview
Ability to work on own initiative within set boundaries	✓		Application, Interview
An appreciation of the use of ICT in a classroom setting	✓		Application, Interview
Good analytical and problem solving skills	✓		Application, Interview
Organised with effective planning and time management skills and the ability to meet deadlines	✓		Application Interview
Qualifications			
A relevant degree level qualification or equivalent experience		✓	Application
Competencies and Qualities			
To have real interest and natural enthusiasm for working within IT, with a keen interest in computer technology and IT generally.	✓		Application, Interview
Solution focused	✓		Application, Interview
Excellent interpersonal skills, able to communicate to people of a wide range of technical and non-technical backgrounds.	✓		Application Interview
A willingness to undertake further professional training as appropriate	✓		Application Interview
A desire to aim for a continual improvement in service, management and maintenance of college IT services. Proactive with a high level of initiative, capable of identifying new work and improvements independently.	✓		Application Interview
Smart in appearance and manner	✓		Interview
Flexibility and a readiness to undertake a wide range of tasks	✓		Application Interview
In sympathy with the Catholic ethos of the College, including a commitment to co-operation and helpfulness and a concern for the well-being of others	✓		Interview
Personal			
Current Driving License	✓		Application, Interview
Enhanced DBS Clearance *	✓		Pre-employment check
Ability to meet the requirements of the Immigration, Asylum and Nationality Act 2006 (to be legally employed to work in the UK)	✓		Application, Interview
The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.			
* to follow an initial offer of employment			

SALARY AND CONDITIONS OF SERVICE

This is a full-time, full-year post working 37 hours per week, Monday to Thursday 8.30am to 5.00pm and Friday 8.30am to 4.30pm. You will however, on occasions, be required to work outside these hours to meet the requirements of the college.

Salary will be on the Sixth Form Colleges' Support Staff Scale, point 29 (£22,714 per annum).

Selection and Interview Arrangements

Along with your application form please include a cover letter indicating why you are applying for this role.

Closing date for receipt of applications is **10.00am on Monday 23 January 2017.** We will not be able to accept applications after this date, except in exceptional circumstances.

It is anticipated that interviews will be held during the week commencing 30 January 2017 and shortlisted candidates will be contacted by telephone/email. Please therefore ensure this information is included in your application, along with any dates when you are not available for interview.

If you would like to discuss the post informally by phone contact Julie Cox from the HR Department on 0161 226 5156 who will set up contact with the Network Manager.

In the interests of economy, we ask applicants to accept that if they have not heard from us by the anticipated interview date that they have not been selected for interview.

A telephone debriefing is available to any candidate who requests one.

If you are unsuccessful on this occasion we would like to thank you for the interest you have shown.

Rehabilitation of Offenders Act 1974

The nature of this post means that you are exempt from Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are not, therefore, entitled to withhold information about convictions, which for other purposes are 'spent' under the provisions of the Act. If you are appointed to the post, failure to disclose such convictions could result in the offer of appointment being withdrawn or disciplinary action being taken and possibly the police being notified.

You are not required to provide details of criminal convictions at application stage. However, if shortlisted for interview you will be asked to supply further information, which will include spent convictions.