

JOB DESCRIPTION

<u>Post Title:</u>	Systems Support Technician
<u>Salary</u>	Points 13-17 on the Sixth Form College's Support Staff Scale, currently £24,222 to £27,296.
<u>Purpose:</u>	To work as part of a team to assist staff and students in using all forms of IT equipment in the college, and assist in the running and development of the college IT infrastructure.
<u>Responsible to:</u>	The Principal through the Head of Information Systems and Network Manager.
<u>Liaising with:</u>	All staff and students, including the Network Manager, IT Systems Administrator and technical colleagues in particular.

We are looking for an enthusiastic, organised and technical minded individual.

Main Duties and Responsibilities

- **Infrastructure support & development:** To support the Network Manager and IT Systems Administrator in the monitoring, support, documentation and future development of IT infrastructure (servers, wired & wireless network, IP telephone system, SAN(s), backups, security, group policy, scripting, etc.)
- **Backup & Disaster Recovery:** Monitor the backups systems (Veeam BR), investigate faults and reporting on them, develop the disaster recovery plan, and routinely test recovery plans.
- **Network Monitoring:** Work with the Network Manager and IT Systems Administrator in utilising appropriate technology and other network monitoring & vulnerability assessments, to monitor and produce regular network health reports.
- **Windows Servers:** Support the range of Windows Server systems as required running on Dell, HP and Vsphere virtual systems.
- **Cloud Services:** Support, monitor and administer various cloud services such as MS Azure, O365, email filtering etc.
- **Security:** Monitor and investigate security breaches across all systems such as Phishing alerts, Virus alerts etc. Ensure that all Comms rooms are secured and operating safely.
- **Patch Management:** using tools such as SCCM, WSUS to manage server & client patching, as well as patching and record keeping for other systems such as SAN firmware, VMware vSphere, HP Procurve network switches, BIOS updates, etc.
- **Projects:** Take on projects as instructed and be the named person for the project, document and deliver to a satisfactory conclusion.
- To carry out physical installation and patching of IT equipment, e.g. racking of servers, installation/replacement of network switches, replacement of failed drives in storage arrays, etc.
- To liaise with external suppliers and support providers to resolve issues as required.
- To provide support to the IT Support team as required including internal and external college events.
- To provide written reports as necessary for the Network Manager / IT Systems Administrator.

- To be the named person responsible for elements of the college IT systems, ensuring these systems are kept up to date and properly documented.
- To keep abreast of relevant developments in the IT industry to ensure appropriate advice can be given, and that effective use is made of the systems the college uses.
- To ensure that at all times to have the mobile phone supplied by Loreto switched on and with you whenever at work.
- To prioritise tasks appropriately in the absence of any other instructions from management.
- To deputise for the IT Systems Administrator in their absence when required.
- To prioritise the immediate repair where possible of cross college IT supported equipment that may hinder teaching and learning, making alternative arrangements where immediate repair is not possible.
- To have good communication skills and the ability to explain technical information in easy to understand terms
- To ensure that in all matters to embrace Loreto's philosophy of customer service to the users of technology so that focussing on improving the service provided to them is invariably the starting point for the interpretation and execution of all instructions.

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) employees have a specific and explicit duty to inform the 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

Staffing

- To undertake personal development where appropriate.

Deployment of Staff

- 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 assist with the implementation of College quality procedures.

Communications

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

Marketing and Liaison

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

Management of Resources

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

Other

- 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 not exhaustive and 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
Systems Support Technician

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			
Experience of providing desktop, server and network support & development in a working environment	✓		Application, Interview
Experience of working in an educational establishment		✓	Application, Interview
Skills and Knowledge			
High level of literacy/communication skills, capable of independently producing documentation written to a high, professional standard.	✓		Application, Interview
Strong understanding of core technologies used at the college, including: Windows Server 2012/2016/2019, Exchange 2016/Office 365, Windows 10, Active Directory, IIS, DNS, DHCP, Group Policy, , 802.1x, VMWare, Hyper-V,	✓		Application, Interview,
Skills in other systems desired include: SCCM, Azure, Intune, WSUS, DFS, Sharepoint, Unix/Linux, Sophos, Fortinet, SAN Technologies, Hyper Converged Infrastructure, Windows Remote Desktop Services		✓	Application, Interview,
Relevant knowledge of server or desktop virtualisation technologies and supporting infrastructure		✓	Application, Interview,
Experience of writing and understanding Powershell & visual basic scripts		✓	Application, Interview,
Excellent fault finding and diagnostic skills	✓		Application, Interview
Ability to work with other staff as a team	✓		Interview, Application
Excellent organisational and administrative skills	✓		Interview, Application
Ability to meet deadlines	✓		Interview, Application
Qualifications			
Possession of one or more relevant IT qualifications (e.g. CompTIA A+/Network+, relevant Microsoft certifications, Cisco CCNA/CCNP)		✓	Application
GCSE Maths and English A* - C or equivalent	✓		Application
A relevant degree level qualification or equivalent experience		✓	Application
Attitude and Impact			
Desire to increase and improve your range of IT skills and depth of knowledge	✓		Interview
Excellent interpersonal skills, able to communicate to people of a wide range of technical and non-technical backgrounds. Maintain a polite, friendly and courteous manner at all times	✓		Interview
Enthusiastic and proactive approach with a willingness to help and the ability to remain calm in difficult situations	✓		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.	✓		Interview
Self-motivated and committed to delivery on time and to a high quality	✓		Interview
Ability to react quickly and effectively to issues	✓		Interview
Ability to self-manage, organise and prioritise tasks and work under pressure during troubleshooting and problem solving	✓		Interview
Smart in appearance and manner	✓		Interview
Flexibility and a readiness to undertake a wide range of tasks	✓		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			
Enhanced DBS Clearance *	✓		Pre-employment check
Full UK driving Licence	✓		Application
Ability to meet the requirements of the Asylum and Immigration Act (to be legally employed to work in the UK)	✓		Interview
* to follow an initial offer of employment			

SUMMARY OF MAIN TERMS AND CONDITIONS OF SERVICE
Systems Support Technician

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.

Start Date	December 2021 (or as soon as possible)
Closing date	Closing date for receipt of applications <u>10.00am on Monday 29th November 2021.</u> We will not be able to accept applications after this date, except in exceptional circumstances.
Salary	Salary will be points 13-17 on the Sixth Form College's Support Staff Scale, currently £24,222 to £27,296.
Interview date	Candidates will be contacted by telephone/email regarding interview dates. Please therefore ensure this information is included in your application, along with any dates when you are not available for interview.
Payment	Your salary will be paid by BACs transfer into your bank account on the last banking day of the month, unless notified otherwise.
Pension Scheme	You will automatically become a member of the Greater Manchester Pension Scheme (unless you opt-out).
DBS Clearance and safeguarding checks	This post requires DBS clearance and is subject to Enhanced clearance from the Disclosure and Barring Service as well as a range of other safeguarding checks.
Rehabilitation of Offenders Act 1974	<p>The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.</p> <p>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.</p>