



JOB DESCRIPTION

Job Title	It Support Team Leader
Start Date	June 2022 <i>(or as soon as possible depending on notice period)</i>
Salary	Salary is based on the Sixth Form Colleges Association Support Staff pay spine from points 20–23. Currently £30,406–£33,083.
FTE	Full Time
Responsible to	The Principal through the Head of Information Systems and the Network Manager
Liaising with	Relevant staff with cross college responsibilities, e.g. All staff and students, including the Head of Information Systems, Network Manager

Role 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.
- Organise and manage the setup and support of IT used during college events throughout the year.

Main Duties and Responsibilities

- 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.
- Manage the skills development of the CCIT team in accordance with the college and departmental priorities and conduct the appraisal process for the team.
- Ensure that the IT Technicians' are delivering a high standard of customer service to staff and students.
- Support the Network Manager in the planning and costing of future developments to the ICT infrastructure and project work as required and have responsibility for the purchasing of IT equipment, obtaining quotes from suppliers as requested.
- 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.
- Assist in ensuring that relevant departmental documents and procedures are produced and are kept up to date.
- Administer the college Asset Management System to maintain an up to date inventory of college equipment, warranty agreements and support information.
- 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.



Main Duties and Responsibilities

- Follow IT procedures to complete basic IT support tasks such as managing Active Directory accounts, email, backups and mobile device management. Provide day to day help and assistance to end users to enable them to use the hardware and software safely and efficiently.
- Ensure that college Cyber Security protections are adhered to and maintain confidentiality at all times in respect of college related matters to prevent the disclosure of confidential and sensitive information, including with respect to GDPR.
- Provide regular reports on the performance of the CCIT team in relation to its SLAs and Key Performance Indicators (KPIs).

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

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 college office



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0161 226 5156



Main Duties and Responsibilities

Other

- To support the aims and objectives of the College.
- To attend meetings in accordance with the College meetings schedule.
- 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.
- To take all reasonable steps to ensure the security of any personal data relating to college employees or students, (either future, current or past) to which you have access, in line with the requirements of the college's Data Protection Policy and the General data Protection Regulation (GDPR).

This job description will be kept under review and may be amended from time to time, following consultation with the post holder, to reflect changing organisational needs.

Start Date	June 2022 (or as soon as possible depending on notice period)
Closing Date	Closing date for receipt of applications is Monday 4th July at 10am. <u>We will not be able to accept applications after this date, except in exceptional circumstances.</u>
Interview Date	Interviews are currently due to be held w/c 4 July 2022 (this is subject to change). Candidates will be contacted by phone or email to schedule their interview. Please ensure correct contact information is included and correct on your application, along with any dates that you are not available for interview.

Person Specification

The person specification will be used in when shortlisting candidates to interview

	Essential/ Desirable	Assessment
Experience		
Over 1 years' experience of managing a team	Essential	Application/Interview
Experience of working in an educational establishment	Desirable	Application/Interview
Experience of working in IT support in a helpdesk environment	Desirable	Application/Interview
Skills & Knowledge		
High level of literacy/communication skills, capable of independently producing doc-	Essential	Application/Interview
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	Essential	Application/Interview
Ability to work on own initiative within set boundaries	Essential	Application/Interview
An appreciation of the use of ICT in a classroom setting	Essential	Application/Interview
Good analytical and problem solving skills	Essential	Application/Interview
Experience of supporting and troubleshooting technologies used at the college, including: Windows 10, Active Directory, Microsoft Exchange, Office 2016 DNS, DHCP,	Essential	Application/Interview
Organised with effective planning and time management skills and the ability to meet	Essential	Application/Interview
Qualifications		
Good level of numeracy and literacy	Essential	Application/Interview
Educated to degree level or equivalent, or substantial relevant experience that demonstrates a high order of literacy, numeracy and analytical skills.	Desirable	Application
Attitude & Impact		
Positive and enthusiastic	Essential	Interview
Flexibility and a readiness to undertake a wide range of tasks	Essential	Interview
Committed to Equality and Diversity	Essential	Interview
Personal		
To have real interest and natural enthusiasm for working within IT, with a keen in-	Essential	Application/Interview
Solution focused	Essential	Application/Interview
Excellent interpersonal skills, able to communicate to people of a wide range of	Essential	Application/Interview
A willingness to undertake further professional training as appropriate	Essential	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 iden-	Essential	Application/Interview
Enhanced DBS Clearance	Essential	Pre-employment check
Can evidence proof of right of work in the UK	Essential	Application/Interview

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Staff Benefits

- Free secure on-site parking
- Cycle to Work and Technology schemes
- Free onsite fitness classes including Yoga and Pilates
- Free tea and coffee in all staffrooms and subsidised Starbucks pod on campus
- Free staff lunch and refreshments on inset days
- Access to wellbeing services such as private physio and virtual GP appointments through our enhanced Occupational Health package
- End of term all-staff celebration lunch

Payroll & Pensions

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 Local Government Pension Scheme (unless you opt-out).

Safeguarding

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	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. 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.