

Post Title	IT Support Technician
Purpose	To provide technical support to students and staff as part of an established IT Team and assist in the running and development of the college IT infrastructure. The IT Technician will provide excellent customer service and problem solving skills to a wide range of stakeholders; contributing to the college's strategic objectives.
Responsible to	The Principal through the Head of Information Systems, Network Manager and IT Support Team Leader
Liaising with	All staff and students, including the Head of Information Systems, Network Manager, IT Support Team Leader and technical colleagues in particular.
Remuneration	SFCA Support Staff pay spine points 10-12 (£27,733 - £29,544 per annum, full-time)
Context	
Loreto Sixth Form College is one of the largest providers of A Levels in the country and was graded as Outstanding by OFSTED in January 2023. The college has a large and varied IT estate, which caters for both the learning and administrative needs of the college. Working as part of the IT Department, the IT Technician will support staff and students with any issues as and when they arise, as well as set up and support college events of all sizes. Working closely with the IT Support Team Leader and Network Manager, the IT Technician will have the opportunity to work on a number of different project across the IT estate as well as take part in continued professional development.	

Main Duties and Responsibilities

General Responsibilities
• Provide first and second line support for both staff, students and visitors through the use of the college service desk system. • Maintain effective and open communication to stakeholders, with updates on progress in lines with departmental targets. • Assist in supporting all IT equipment within the college including peripherals such as AV devices, printers, telephony, door access and CCTV. • Produce accurate inventory of all IT Assets and licences, answering queries from Senior Management as appropriate. • Work as part of the IT Department to install new equipment including desktop and laptop provision. • Accurate use of Active Directory for account management. • Contribute to the System Maintenance Documentation, providing new procedures, updates and amendments as necessary. • Build effective relationships with external support providers to resolve issues quickly and efficiently. • Use own initiative and critical thinking to prioritise tasks and manage own workload, maintaining flexibility and a readiness to undertake a wide range of tasks. • Assist in other areas of the IT network as required: monitor/maintain web filtering & security devices, procure equipment. • Assist with the setup, management and support of laptops and other IT elements for internal and public exams. • Support wider cross college events and initiatives as appropriate.
General
• To be aware of and comply with all College policies and procedures. • To be aware of equal opportunities and to demonstrate these principles in all aspects of work. • To understand the College's Safeguarding and Health and Safety policies and to work within its guidelines
Whistleblowing

All IT employees have a specific and explicit duty to inform the 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.
General
- To be aware of and comply with all College policies and procedures. - To be aware of equal opportunities and to demonstrate these principles in all aspects of work. - To understand the College's Safeguarding and Health and Safety policies and to work within its guidelines.
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.
Communications
- To ensure effective communication with students, staff, parents of students and appropriate individuals external to the College. - To liaise with relevant external bodies as appropriate.
Marketing and Liaison
- To contribute to the College liaison and marketing activities. - To work with the department to deliver other marketing activities including for example, Open Days. - To link with external agencies as appropriate. - To contribute to the department's collection of data on destinations as appropriate.
Management of Resources
- To contribute to the maintenance of an attractive working environment in the IT areas and any other rooms used. - To co-operate with other departments to ensure a sharing and effective usage of resources to the benefit of the College and the students.
Other
- To support the aims and objectives of the College. - To attend meetings as appropriate. - To undertake any other duties the Principal or their 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).

Person Specification

This person specification will be used in shortlisting and interviewing to select the best candidate. Each applicant should therefore address the person specification in their written application and where appropriate, give examples of how the criteria have been met.

	Essential	Desirable	Assessment Method
Experience			
Previous 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			
Experience of supporting all core desktop and server technologies including: Windows 10, Windows Server 2016 (and newer), Exchange 2016, Active Directory, DNS, DHCP. Microsoft 365 technologies – Intune, Microsoft Teams, SharePoint, OneDrive etc	✓		Application, Interview
High level of literacy/communication skills, capable of independently producing documentation written to a high, professional standard	✓		Application, interview
Excellent fault finding and diagnostic skills	✓		Interview
Ability to prioritise own workload, including competing demands and deadlines.		✓	Interview
The ability to recognise and appreciate the confidential nature of work undertaken.			Interview
Excellent attention to detail.	✓		Interview
Ability to adapt quickly to new environments/technologies	✓		Application, Interview
Ability to empathise with 16-19 year olds within a college situation	✓		Interview
Evidence of commitment to Continuous Professional Development	✓		Application, Interview
Qualifications			
Possession of one or more relevant IT qualifications		✓	Application
Attitude and impact			
Excellent interpersonal skills, able to communicate to people of a wide range of technical and non-technical backgrounds	✓		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
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			
Practicing Catholic (for Theology/RE posts only)*			Application, interview
Enhance DBS clearance #			Pre-employment check
Two satisfactory references #			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, pre-employment check
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.			

* In order to comply with the religious ethos of the College, this is a Genuine Occupational Requirement under the Equality Act 2010.

To follow an initial offer of employment