



Christ the King Sixth Form

Job Description

Job Title:	ICT Support Technician
Responsible to:	ICT Service Desk Manager
Job Purpose:	To provide 1 st line technical support and advice to all users in the use of all IT equipment and to maintain all IT user equipment at any of the three college sites

1 Main Duties and Responsibilities

The post holder will be required to undertake the following activities:

- 1.1 Under the guidance of the ICT Service Desk Manager, to assist in the support of the computer network and associated hardware and software, so that it supports both teaching and learning across all College sites
- 1.2 Work with other members of the ICT Services support team to answer phone calls and deal with user issues, either face-to-face or using remote access tools, logging work using the IT Helpdesk
- 1.3 Install, configure, maintain, and troubleshoot end-user desktops, laptops, printers and classroom AV equipment
- 1.4 Monitor and maintain IT documentation
- 1.5 To take delivery of equipment, security mark equipment, and help maintain the asset register of all IT equipment
- 1.6 Work flexibly within the team to contribute to service development
- 1.7 Undertake administrative duties as required
- 1.8 Promote equal opportunities for students and staff
- 1.9 Undertake other tasks, as required by the Director of ICT and/or Principal, after due consultation.

This job description may not necessarily be a comprehensive description of the post. It may be reviewed and subject to modification or amendment at any time after consultation with the post holder.



Person Specification

The post-holder will be expected to have the following attributes:

- 2.1 A willingness to support the Catholic ethos of the College
- 2.2 Experience of working in a Help Desk support environment
- 2.3 Experienced using remote desktop software
- 2.4 Knowledge and understanding of e-mail, anti-virus and internet systems
- 2.5 Knowledge and understanding of installing and maintaining audio and visual systems
- 2.6 Proficient use of MS Office, Office 365 and Outlook
- 2.7 Good working technical knowledge of networks, PCs, Macs and the following operating systems Windows 7/10 and Mac OS X
- 2.8 Technical knowledge of current computer systems software, protocols, and standards and an ability to troubleshoot common issues with these
- 2.9 Adept at reading, writing, and interpreting technical documentation
- 2.10 Ability to present ideas and solutions in user-friendly language
- 2.11 Experience working in a team-oriented, collaborative environment.
- 2.12 The ability to communicate clearly and effectively, and to establish professional relationships with a wide range of staff and students
- 2.13 Ability to ability to work proactively and under your own initiative, and to meet deadlines
- 2.14 Willingness to travel between sites and to work occasional weekends to support College public events
- 2.15 Awareness of the study needs and requirements of 16-19 students and the ability to work positively and proactively with students in this age range
- 2.16 A commitment to Equal Opportunities and the ability to contribute to the implementation of the relevant College policies through the duties of the post.