CTK EMMANUEL
A CHRIST THE KING SIXTH FORM

UT VITAM HABEANT

CTK Emmanuel
Blackheath, SE13 5GE

We are keen to appoint an enthusiastic IT Support Technician with a genuine passion in supporting students to achieve their full potential. Join us at Emmanuel where you'll be central to our mission to help London's most ambitious students achieve success.

IT Support Technician (Full Time)
Start Date: Immediately

Salary range: £25,645 - £27,866 (inclusive of London Weighting, pro rata)

CTK Emmanuel is part of the Christ the King Sixth Forms group of three highly successful Catholic sixth forms located in south east London and Kent. As a professional centre for excellence, CTK Emmanuel offers Applied Technical Qualifications, equivalent to three A Levels, and highly specialised routes to university. Located on the Blackheath borders with excellent transport links, CTK Emmanuel students aspire to be the best and to reach the top in their chosen ambitions.

An opportunity has arisen for an IT Support Technician to join our IT Team based at our Emmanuel site.

You will provide 1st line technical support to users across all three College sites, to ensure the continuous availability of IT equipment. Recent experience of supporting the use of IT and an enthusiasm for installing and configuring IT equipment is required. In addition, good problem-solving abilities, excellent customer handling skills, the ability to work using your own initiative, excellent organisational skills and a flexible approach to work are key for this position.

Join us to be inspired, be extraordinary, and be the best you can be.

For an application form and further details, please visit the vacancies page of our website
https://www.ctk.ac.uk/vacancies/

Closing Date: 10am on Thursday 11th August 2022
Interviews will be arranged as applications arrive.

Christ the King Sixth Forms is committed to the safeguarding and welfare of young people. An enhanced DBS check will be undertaken for the successful applicant along with appropriate child protection screening, as per safer recruitment guidelines.

disability confident COMMITTED

Ofsted Good Provider

INVESTORS IN PEOPLE™

Job Description and Person Specification

Job Title: IT Support Technician

Responsible to: IT Manager

Core Job Purpose: To provide 1st & 2nd 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 Sixth Form sites

---

This main activities and responsibilities are to:

1.1   Under the guidance of the IT Systems 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 Sixth Form sites

1.2   Work with other members of the IT 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 IT Services and/or Principal, after due consultation.

This job description is not 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.

2 Person Specification/Selection Criteria

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

2.1 An understanding of, and support for, the Catholic ethos of the Sixth Forms

2.2 Experience of working in a Help Desk support environment and of using remote desktop software to support users

2.3 Knowledge and understanding of e-mail, anti-virus, internet systems, installing and maintaining audio and visual systems

2.4 Good working technical knowledge of Windows 10, Mac OS, MS Office, Office 365 and Outlook and an ability to troubleshoot common issues with these

2.5 Adept at reading, writing, and interpreting technical documentation

2.6 Ability to present ideas and solutions in user-friendly language

2.7 Experience working in a team-orientated, collaborative environment

2.8 The ability to communicate clearly and effectively, and to establish professional relationships with a wide range of staff and students

2.9 Ability to work proactively and under your own initiative, and to meet deadlines and targets

2.10 Willingness to travel between sites and to work occasional weekends to support Sixth Form events

2.11 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

2.12 A commitment to Equal Opportunities and the ability to contribute to the implementation of the relevant Sixth Form Policies through the duties of the post

2.13 An awareness of the need for personal development, both as a member of a team and as an individual; a willingness to participate in INSET and appraisal.