



## PLUMPTON COLLEGE

IT Technician	
Reporting to:	IT Manager
Working Hours:	Full time (37.5 hours per week)
Salary:	PCS3 points 16 - 20: £25,053 - £28,039
Annual Leave:	26 electable days plus 8 statutory days

### Job Purpose

The IT Technician role is to provide essential IT support to staff, students, and customers within agreed SLAs, and alignment with the College's overall strategic objectives. The primary responsibilities include taking ownership of 1<sup>st</sup> and 2<sup>nd</sup> line IT support activities, encompassing end-user support, addressing workstation issues, and overseeing general IT system maintenance within the College.

### Duties and responsibilities of the job

#### 1. Main Duties

a. Provide 1 <sup>st</sup> and 2 <sup>nd</sup> line IT hardware and software support to all college users across all our sites within agreed SLAs
b. Answering phone and dealing with face-to-face IT helpdesk enquiries
c. Logging and resolving incidents on the helpdesk management system (HALO ITSM)
d. Ensure adequate stock levels, security, and maintenance of all IT equipment
e. Ensure IT classrooms and work areas are maintained to a high standard
f. Detailing and escalating more complex faults to senior IT staff
g. Ensure all technical documentation is kept up-to-date and relevant
h. Assist the IT team with new hardware and software rollouts
i. Update asset registers as appropriate for all IT assets
j. Work with senior IT staff to deliver agreed service changes
k. Ensure the IT helpdesk is manned at all times
l. Support with the delivery of CPD and onboarding of new college users
m. Research and recommend innovative, and where possible automated approaches for helpdesk administration tasks

#### 2. Quality Improvement

a. Help deliver staff development based on trends identified on the IT helpdesk
b. Attend team meetings to monitor and standardise practice, share information and good practice, and plan and implement improvements
c. Contribute to the development of the college's IT Policies

d. Maintain effective communications with other staff, including attending staff, student and appropriate departmental meetings as required
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### 3. Continuous Professional Development

a. Keep abreast of new and forthcoming IT developments with the aim of improving the quality of IT services throughout college
b. Actively participate in the College performance management processes, including appraisals to support personal and professional development, and enhance student experience
c. Complete all mandatory training as required in line with college expectations
d. Attend appropriate training courses and events as directed by the IT manager

### 4. Other responsibilities and duties

a. Participate in staff and student recruitment campaigns, Open Days and promotional/information events as required
b. Work with other stakeholders as required to develop and deliver high quality IT service
c. Contribute to, and support delivery of the college strategic and IT operational plans
d. Ensure all safeguarding policies and procedures are followed
e. To have a flexible approach to working hours

### Qualifications / Skills / Knowledge / Qualities

At Plumpton College we are:

- Ambitious
- Progressive
- Enterprising
- Professional
- Passionate
- Supportive

Essential criteria for the post
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a. Strong written and verbal communication skills
b. Excellent customer service skills
c. Full clean UK driving license
d. be able to act on own initiative but to also be aware when to refer matters to more senior staff
e. At least one-year experience in an IT helpdesk role
f. College, university, or equivalent IT qualification, or significant experience in a similar role
g. Good working knowledge of Microsoft client, server, cloud and Office products

### CONDITIONS OF EMPLOYMENT

#### Working Hours

Basic working hours are from 0830hrs to 1700hrs Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all year-round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Benefits**

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.