Job Description

JOB TITLE: IT Technician

SALARY: Scale H £26,336 – 28,994

HOURS: 37

REPORTS TO: IT Services Manager

CAMPUS: Slough and Langley

JOB PURPOSE: To provide 1st and 2nd line support, alongside some 3rd line, to all College campuses and associated sites within the College Group. Ensuring that all IT resources are not interrupted during operational hours by providing proactive support. Also to ensure students and staff have access to all necessary IT/AV/Printing facilities.

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following:

1. Responsible for 1st, 2nd and some 3rd line support to end users on all IT/AV related issues. Day to day running of the Reprographics Department work including copying, printing, collating, stapling, punching, binding, trimming, folding, stuffing and laminating.

2. Maintain all IT/AV/Printing devices including PCs running recent Operating Systems such as Windows 10, 11, iOS, Android and Chrome OS, Printers and Servers running Windows 2016, 2019, 2022 and M365.

3. Install, test, configure and maintain all devices, both hardware and software with a confident understanding of computer networking with cyber security.

4. Manage and support all College IT services (hardware and software) including asset information, documentation and stock control inventory.

5. Responsible for delivering all IT services within remit of IT Technician role for remote sites and community centres associated with the college.

6. Ensure all equipment, that is part of the IT Services department, is maintained in accordance with health & safety policy and legislation.

7. Ensure the provision of remote access facilities for staff, students and local industries.

8. Assist in the support, specification, development, installation and general operation of the College IT services both internally and externally.

9. Diagnose and repair faulty IT/AV/Printing equipment.

10. To liaise with internal and external service providers, suppliers and contractors as directed by the line manager.

11. Ensure technical knowledge kept up to date by continuous development, training and/or study.

12. Assist users with their printing / copying requirements within our Reprographics areas.

13. Monitor the College group helpdesk system for recurring problems or emerging issues and report them to the appropriate member of the team.

14. Ensure all support calls and service requests are logged and administered using the appropriate service desk software and working to any agreed Service Level Agreements.

15. Assisting with the issuing of college mobile phones for departmental usage

The post may be based at one of the current College campuses, but the duties of the job may require the post holder to work remotely online should the situation require it or at another campus from your base campus.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

This post is exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found [here.](#)

The post holder is required to have a commitment to:
- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the [College's Safeguarding and Child Protection Policy](#).
- The principles and procedures set out in the College's Data Protection Policy.

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
Level 2 Qualification in Maths and English (GCSE Grade A – C or equivalent).	✓		AF
A+ or equivalent qualification (E.G., BTEC, Diploma in AV / IT or City & Guilds) or equivalent 1-year relevant experience.	✓		AF
At Least one Industry Standard IT Certification (e.g., Microsoft, Cisco, HP, Dell etc) or willingness to work towards.	✓		AF
EXPERIENCE			
Proven experience of providing 1st and 2nd line support.	✓		AF/IV
Proven experience of working with networks.	✓		AF/IV
Demonstrable significant experience of working within IT in a similar role .	✓		AF/IV
Experience of working and supporting mobile devices.	✓		IV
Experience and good understanding of Microsoft Active Directory and associated technologies		✓	IV
SKILLS, KNOWLEDGE AND ABILITES			
Proven working knowledge of recent Microsoft Operating Systems such as Windows 10 & 11, IOS, Android and Chrome OS.	✓		AF/IV
Proven ability to troubleshoot and repair hardware, network and software faults	✓		IV
Proven working knowledge of recent standard application packages including Microsoft Office 2019/2024, M365, Google Docs, Google Drive along with their installation and configuration on a network	✓		AF/IV
Demonstrable interpersonal skills with the ability to communicate clearly with a wide range of people including students, staff and visitors	✓		IV
Proven current knowledge of PCs, mobile devices and printer technologies	✓		IV

Proven ability to work as part of a multi-disciplinary team	✓		IV
Proven ability to work independently with minimal supervision	✓		IV
Work experience within the educational sector		✓	AF/IV

KEY:
Evidence of all the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview
All of the elements marked IV will be assessed at interview.
All of the elements marked AF/IV will also be assessed at interview.
All or some of the elements may be assessed by the Test/Presentation