

JOB DESCRIPTION

Title:	IT Support Technician
Responsible to:	Network Manager
Principal Location:	Huntingdon Centre
Responsible for:	The day to day running of the IT systems and infrastructure

Purpose of the post:

To be the first line of support for staff in the use of the College IT systems. Maintenance of the systems to ensure high availability.

Main Responsibilities to include

1. The College and associated companies computer network
2. The College email system
3. Maintenance of Office 365
4. Administration of System Centre 2016/1801
5. Installation and update of College and associated companies desktop, laptop, netbook and tablet PCs
6. First line support on the IT Helpdesk
7. Day to day support of the VDI system

Other responsibilities to include

- Health & Safety at Work
- Equal opportunities
- Attending training and standardisation as required
- Travel to and provide assistance at all College centres as required
- Assist with supporting the VLE

Detailed Tasks:

1. College Network:

- 1.1 Provide server support for virtual server system

- 1.2 Provide support for the internet lines and related infrastructure.
- 1.3 Maintenance of network cabling infrastructure.
- 1.4 Administration of the phone system including creating and moving extensions.
- 1.5 Active directory account administration including creation and deletion of user accounts in the Active Directory environment, mailbox creation, and all other aspects of user account administration including file and folder permissions.
- 1.6 Maintenance of the VDI system
- 1.7 Provide support for technology used in the lecture rooms
- 1.8 Installation and upgrades of Microsoft Office
- 1.9 Administration of PaperCut print system
- 1.10 Deployment and updating of the antivirus software

2. College Email System:

- 2.1 Exchange server maintenance.
- 2.2 Support of Office 365.
- 2.3 Support of email access on College mobile devices.

3. Office 365:

- 3.1 Addition and maintenance of Office 365 licenses.

4. Administration of System Centre 2016

- 4.1 Ensure all the relevant updates, patches and upgrades are applied to clients and servers.
- 4.2 Ensure backups are performed and up to date.

5. College and associated companies Desktop, Laptop, Netbook and Tablet PCs:

- 5.1 Installation and maintenance of new PCs, including laptops and netbooks, with the standard College systems software.
- 5.2 Installation and maintenance of printers.
- 5.3 Assist in relocation of IT and phone equipment.
- 3.2 Maintain desktops, laptops and printers. Ensure any relevant updates, patches and upgrades are applied to all PC operating systems and software.
- 3.3 Movement of users including moving PCs, telephones and related equipment between desks

6. IT Helpdesk

- 6.1 Assist staff with any PC problems and queries.
- 6.2 Log and resolve any hardware faults with the manufacturer.

7. VLE

- 7.1 Assist with upgrades to the College VLE.
- 7.2 Assist with calls on the VLE helpdesk.

Health & Safety at Work

To comply with the Health and Safety at Work Act.

To comply with the College of Animal Welfare Health and Safety regulations.

To ensure that Health and Safety is considered at all times.

To take responsibility for maintaining awareness of Health and Safety

Equal Opportunities

The College of Animal Welfare undertakes not to discriminate unlawfully, either directly or indirectly, against a job applicant or one of its own employees. The College is committed to equal opportunities. Appointments are open to all members of the community on an equal basis.

Attributes	Essential	Desirable	How Identified
<ul style="list-style-type: none"> Education Level/ Qualification 	<ul style="list-style-type: none"> Level 2 or equivalent in Maths and English Current Full Driving Licence 	<ul style="list-style-type: none"> Qualification in IT 	<ul style="list-style-type: none"> Sight of qualifications documents Application form
<ul style="list-style-type: none"> Experience 	<ul style="list-style-type: none"> Maintenance of Windows file and print servers Maintenance of Active Directory Exchange server MSSQL server IT Support Windows 7 and 10 operating systems Accuracy in all aspects of job requirements 	<ul style="list-style-type: none"> Maintenance of Linux servers Knowledge of VMWare Horizon Knowledge of System Center suite Knowledge of Asterisk based phone systems 	<ul style="list-style-type: none"> Application form References
<ul style="list-style-type: none"> Knowledge and Ability 	<ul style="list-style-type: none"> Awareness of adult learning and how adult learners might be motivated Ability to understand and implement quality Willing to drive to all Centres as required 	<ul style="list-style-type: none"> Willing to undertake further CPD relevant to requirements of Job role 	<ul style="list-style-type: none"> Application form References Interview

<ul style="list-style-type: none"> • Attitude/ Disposition 	<ul style="list-style-type: none"> • An understanding of what constitutes good customer service. • An understanding and commitment to promoting equality of opportunity • An understanding and commitment to promoting 'safeguarding' of all students • Commitment to lifelong learning and the understanding of its potential impact to meet professional vocational and teaching requirements • <u>DBS</u>– all staff are required to complete a Criminal Records Bureau application in line with College procedures 		<ul style="list-style-type: none"> • References • Interview
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