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| MC_logo_Process | Mission Statement ‘Driving Ambition, Inspiring Success’ |

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| Job Description | | |
| Post Holder |  | |
| Job Title | User Support Technician | |
| Responsible to | User Support Team Leader | |

**Purpose Key Strategic Objectives**

* To be actively involved in the attainment of objectives contained within the College’s Strategic Plan.
* To hold and actively demonstrate the Colleges Core Values in all that you do.
* Aim High…
* Work Hard…
* Take Responsibility…
* Do What’s Right…
* Respect Others…
* Challenge Yourself…
* Take Pride…
* To commit to the College’s Safeguarding Policy and promote a safe environment for children, young people and vulnerable adults within the College.

**Purpose: Key Information Systems Strategic Objectives**

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| The Information Systems Department members will ensure that:   1. Customers have only the highest regard for the services we provide and the manner in which they are provided. 2. The Health & Safety and welfare of those who use the College’s services is of paramount importance. 3. Team Members consider the delivery of and participation in learning as the most critical element of all the services the College provides. 4. The Information Systems Team supports the aspirations and expectations of customers by seeking out and developing new technologies and by promoting and implementing quality improvements to all facilities. 5. Team Members provide a highly responsive reporting and resolution service for all requests, faults and incidents to meet the service requirements of all our customers. 6. The delivery of our legal, statutory and industry standard codes of practice, policies and procedures meet regulatory and audit requirements. 7. To commit to the Colleges Safeguarding Policy and promote a safe environment for children, young people and vulnerable adults within the College. |
| **Information Systems Staff Common Responsibilities**   1. To progress individual actions assigned under Departmental Work Plans. 2. To ensure the Information Systems Department meets its Service Level Agreement requirements. 3. To ensure compliance and enforcement of College Policies and Statutory obligations such as Acceptable Use Policy, Software Licencing, Information Technology, Security, Data Protection Act, Health & Safety Audits. 4. To attend Training & Development events and keep up to date with new technologies as appropriate to the role. 5. To ensure knowledge of new and existing systems and process is cascaded and support given to team members. 6. To ensure fault reports and requests are escalated when required according to agreed procedures. 7. To carry out assigned duties at any of the College’s premises or events for which the College has a presence. 8. Be diligent and proactive and follow procedures around equipment and building security. 9. To carry out such other appropriate duties commensurate with your skills, knowledge, experience and remuneration. 10. The College may, in consultation with you, need to vary these duties from time to time in order to respond to the changing requirements of the College.   **Specifically, the post holder's responsibilities will be as follows:** |

1. Provide first line IT support to all users at any sites where Middlesbrough College have a presence. This will require the use of college vehicles by qualified drivers.
2. The deployment of IT and AV equipment and software as instructed by management or supervision.
3. Provide user support and advice regarding the use of software, IT and AV equipment.
4. Undertake preventative maintenance of IT and AV equipment.
5. Undertake equipment or software audits as required by management or supervision.

**Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| PERSON SPECIFICATION | Job Title No: |

| **CATEGORY** | **REF** | **CRITERIA DESCRIPTION** | **METHOD OF ASSESSMENT** |
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| 1. **Skills and Abilities** | | | |
| Essential | 1.1 | To have excellent written and oral communication skills. | Application/ Interview |
| 1.2 | To have excellent interpersonal, team working and customer service skills. |
| 1.3 | Ability to diagnose and repair IT and AV equipment. |
| 1.4 | Ability to diagnose and rectify basic software faults. |
| 1. **Qualifications and Training** | | | |
| Essential | 2.1 | Grade C or above in Maths or English (or equivalent). | Application/ Verification of original certificates |
| Desirable | 2.2 | Relevant IT qualification at Level 2 or above. |
| 1. **Attitude/Disposition** | | | |
| Essential | 3.1 | Experience of exceeding customer expectations and commitment to excellence. | Application/ Interview/ References |
| 3.2 | An excellent team player. |
| 3.3 | Attention to detail. |
| 3.4 | Ability to organise and prioritise work. |
| 1. **Other Requirements** | | | |
| Essential | 4.1 | To commit to the safeguarding and promotion of the welfare of children, young people and vulnerable adults within the College. | Application/ Interview |
| 1. **Knowledge** | | | |
| Essential | 5.1 | Knowledge of current computer desktop technology, including hardware and software systems. | Application/ Interview/ References |
| 5.2 | Knowledge of networking and client/server topologies. |
| Desirable | 5.3 | Experience of the Information Technology Infrastructure Library (ITIL) Framework. |
| 1. **Experience** | | | |
| Desirable | 6.1 | Experience of working within an IT Department providing service to a variety of customer areas. | Application/ Interview/ References |
| 6.2 | Experience of using Service Desk software systems and working to Service Level Agreements. |

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| CONTRACT ARRANGEMENTS |  |

# Business Support Staff will be engaged under a Contract of Employment determined by Middlesbrough College, supported by Contract Guidelines.

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| 1. | Contract type | Business Support.Full Time.Permanent. |
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| 2. | Working week | 37 hours. |
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| 3. | Holiday | 30 days per annum. |
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| 4. | Period of Notice | Two Months. |
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| 5. | Salary Scale | Business Support Scale 3/4.Points 14-19, £16,722 - £20,093 per annum.\* |
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| 6. | Pension | Employees are eligible to join the Local Government Pension Scheme.Employee’s contribution is 5.8% of salary. |
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| 7. | Sickness | The Corporation Sickness Policy will apply. Further information is available from Human Resources on request. |
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| 8. | Probationary Period | 12 Months. |
| 9. | Disclosure & Barring Service Check | From the 1 August 2018, new employees (with the exception of Apprentices, Business Support Scales 1, 2 & 3 or equivalent in Northern Skills Group) will be required to pay for the Disclosure & Barring Service Check, and this will be deducted from their payroll over the first three months of employment. The current cost of a Disclosure & Barring Service Check is £58.40. |

# Please note that all appointments are subject to a satisfactory Enhanced Disclosure and Barring Service check and receipt of two satisfactory references.

\*Salary subject to a progression criteria.