



EAST COAST COLLEGE

Job Description

Job Title:	Senior IT Technician
Reports to:	Systems and Network Administrator
Terms of Employment:	Support
Salary Banding:	Band G

Purpose of Role:

This post will report to the Systems and Network Administrator and will be required to travel to all campuses on occasions.

This is a senior post within the IT Support Team and the post holder will be an experienced, technician capable of dealing with complex technical issues and projects.

The post holder will work within the IT Team supporting the daily operations of the College as well as providing second line support and completing assigned projects.

Main Duties

1. Work closely with the Systems and Network Administrator in delivering a first-class IT service across College.
2. Support daily operations, including first line support, attending classrooms and workstations to support teaching and learning, preparing classrooms and helping to manage IT equipment and consumables.
3. Ensure that the Systems and Network Administrator is always kept informed of any configuration changes made to the systems using the change request system where necessary, this is essential.
4. Provide second line support as required.
5. Diagnose faults, configure and re-configure network equipment across college as necessary, including for example switches, routers and

firewalls while working closely with and with the direction of the Systems and Network Administrators.

6. Assist and support the Systems and Network Administrators as required in day-to-day operations.
7. Provide advanced diagnoses on hardware, peripherals and software to isolate faults and resolve technical problems.
8. Liaise with suppliers to ensure correct adoption and installation of new software and systems under the direction of the System and Network Administrators.
9. To follow the direction of and comply with instructions related to all aspects of network systems, software, applications, security and configuration identified by both the Systems and Network Administrator and the IT and infrastructure Manager.
10. Actively work with the IT team to develop the physical network, including the movement of computer equipment, servers and associated equipment and the deployment of new network cabling, switches, wireless and equipment across college.
11. Provide training for staff on IT systems and software packages as required.
12. Assist in the production and development of system and equipment guides and training resources.
13. Assist in training of IT Technicians to help develop their skills.
14. Support the development and implementation of College policies.
15. Ensure service standards are maintained to a high level.
16. To carry out any other duties commensurate with the level of the post as required.
17. Provide evening support cover/exam cover as required.

The post holder will be expected at all times to operate within the College Policies in respect of:

- Equalities and Diversity.
- Health & Safety.
- Data Protection.
- Child protection.

The post holder will be expected to participate in the following areas:



- Continued development of the College Quality Systems.
- Contribute and support the SLA's as identified by the IT & Infrastructure Manager.
- College marketing arrangements.

Other

Develop collaborative relationships with key stakeholders that lead to increased learner numbers and outstanding curriculum provision.

Promote a teaching, learning and working environment that is free from discrimination and where all students and staff are encouraged to express their individuality.

Be responsible for safeguarding and promoting the welfare of students.

Undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at any of the College's sites or places of work.

Person Specification

Essential Criteria	Desirable Criteria	Measurement
Qualifications and Training 3 GCSE grade C or above including: <ul style="list-style-type: none"> • Maths • English Level 3 in IT related or other technical subject.	Qualifications and Training Level 3/4 in IT related or other technical subject. Relevant recognised professional training such as Microsoft or Cisco training programs.	Application certificate and
Experience and Skills At least 4 years work experience in IT environment in similar role. Excellent analytical skills to aid in solving complex problems. Demonstrable communications skills. Good written communications skills Ability to prioritise tasks and adhere to deadlines Methodical approach to working and problem solving.	Experience and Skills At least 6 years work experience in IT environment in similar role.	Application interview and
Knowledge Excellent understanding of networking equipment and IP networking principals. Excellent knowledge of Windows 10 installation, configuration and support.	Knowledge Excellent understanding of Microsoft System Centre suite of management software.	Application interview and

Excellent knowledge of current Windows server roles and features.		
Personal Qualities and abilities A team player who actively supports all team members. Follows strict guidelines set out by the post holders' manager. Recognises and respects the abilities of other team members. Ability to work on own initiative. Ability to understand and work with complex systems.	Personal Qualities and abilities	Application and interview

East Coast College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.