Job Description: IT Helpdesk Technician **Reporting to:** IT Services manager	Cirencester College

The key purposes of this role are to:

- Work directly with staff and students and parents to resolve IT faults and queries.
- Work with the senior IT staff to provide project support.
- Liaise with third party support companies and suppliers.

	This front-line support technician post is accountable for:
Work directly with staff, students and parents to resolve IT faults and queries.	Front-line support to staff, students, and parents seeking technical assistance over the phone, email or in person at our IT Helpdesk hub. Promoting a positive and helpful image of the college's IT Services team.
	Logging, assisting, resolving and updating 1st line tickets in a timely and accurate manner ensuring all relevant details are recorded appropriately. Ensuring incidents and work requests are resolved within SLA and to customer expectations.
	Being aware of the latest technologies with a good working knowledge of common IT applications and where required being able to relay this to assist with user queries.
Work with the senior IT staff to provide project support.	Assisting with operational improvements to our IT environment and services as technologies need updating and replacing.
	Be involved in projects during college holidays to deploy new classrooms, maintain existing infrastructure and implement new technologies to ensure the college is ready for term-time.
Liaise with third party support companies and suppliers.	Raising faults with suppliers; tracking and driving them to a satisfactory conclusion.
	Arranging and managing visits from contractors and suppliers while supervising their activities and the commissioning of new equipment and services.

This role will require some manual work, occasional working at height and flexible working; including some evenings and weekends.

All staff are expected to work within college policies and procedures, with particular regard for Health & Safety, Equality & Diversity and customer service ethos.

Incremental progression is subject to satisfactory performance.

Annual targets for each element in this job description may be agreed annually with your Line Manager.

Overall factors that will be crucial in determining success are:

Indicators/ sources for reaching performance judgements (not exhaustive):
Services meet SLAs and user expectation. Staff and student complaints minimal and managed. Incident tickets actioned in a prompt and customer-focussed manner. Annual staff and student surveys remain positive. Compliance with college policies and relevant legislation

Personal Profile

The role holder will closely match the following criteria:

		Essential	Desirable
Knowledge and Qualifications		At least Level 2 English and maths, At least Level 3 IT qualification	Safeguarding Higher IT qualification
		Conversant with the configuration, maintenance and troubleshooting of current Windows clients and server operating systems, MS Office 365, networking, common software applications eg. Adobe.	IT Administration Active Directory & Azure AD Cyber and IT Security MacOS Linux
		Demonstrable understanding of exceptional customer focused service delivery including the key principles of customer satisfaction and delivery of services to the end-user.	ITIL v4 Foundation Certification
		Tech savvy with a good working knowledge of common IT applications and technologies.	
Experience		Experience in a customer facing/service role	
		Experience of communicating technical information to non-technical people	
Personal Skills / Qualities		Ability to liaise effectively with users at all levels of the organisation, including learners and staff, providing advice, guidance and support to a non-technical audience.	
		Confident, self-motivated and able to work individually or part of a larger team seeking assistance from colleagues or management as required.	
		Good level of oral and written communication skills.	

	Self-starter and can-do attitude, setting challenging individual goals, working without the need of detailed direction while under the general direction of the support analysts and managers.	
	Reliable and trustworthy, capable of working independently or as part of a cross-college / functional team.	
	Suitable to work in a college environment in the presence of children, young people and vulnerable adults and to act accordingly.	

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and do not justify a reconsideration of the grading of the post.

IT Helpdesk Technician

Required: as soon as possible
Contract: Full time, Permanent
Salary: Point 32-35 £22,993 - £24,633, Dependent on experience

Dear prospective applicant,

Thank you for taking an interest in the position of IT Helpdesk Technician at Cirencester College. This is a role integral to the success of our IT services team. Our physical campus is growing, as are our staff and student numbers, and this requires a greater focus on, and investment in, the development of our IT infrastructure ensuring that it is safe, resilient and fit for purpose. As a result, this role makes a really important contribution to student and staff experience and our business continuity and growth. The aim of this letter is to supplement the job description and give you the chance to judge whether this job and College are right for you.

We are a popular, top performing Sixth Form College. The vast majority of our c.3000 students are doing level 3 programmes, either Vocational or A-levels. The College was one of the first colleges in the country to be selected to deliver the new innovative T-level qualifications, going forward this will position us as an A-level and T-level College. We also do offer apprenticeships and we run a range adult qualifications and leisure courses. We have an active community using our facilities in the evenings, weekends and holidays as well as the Sundial Theatre. Our students (and staff) come from across Gloucestershire, North Wiltshire, Swindon and West Oxfordshire.

The College is situated beside the beautiful grounds of Cirencester Park, just up the hill from the town. The grounds of the Estate stretch for miles, with many staff using these to unwind, whether this be for a spot of lunch, a lunchtime stroll or a post-work run.

We are in the middle of a campus development programme; we have just opened our new Digital Building - the Gloucestershire Applied Digital Centre, our T-level building and a new 'Art Loft'. These are part of an ambitious Estate Strategy which will see further developments over the next few years. In parallel, we have a Green Campus strategy to enhance our outdoor spaces for staff, students and for nature and the environment. We are investing in creating nature corridors and new habitats across our site to promote biodiversity too. Your role would be to support users to make effective use of the IT infrastructure as it develops in line with the campus development, meeting the needs of our growing staff and student body.

On a day-to-day basis you will work alongside our team, responding to support requests, diagnosing and resolving faults be that technical or user error. The work of the team is wide ranging and includes daily work on the care, maintenance and systematic updating and upgrading of the network and equipment. They provide logistical support for all other functions in the College from setting up enrolment, computers in exam halls to making sure the presentation kit works for open days and events.

The role is hands-on and hours can be variable so it is important that you enjoy a role with flexibility and variety, as nothing ever stays the same. While your job would mostly take place on weekdays between 8.30 and 4.30, you may need to cover some weekends or out of hours, particularly for events such as open days.

The job-specification provides a list of the skills and experience we are looking for, but above all we need someone with the energy, attention to detail and imagination to help us achieve our college goals and who gets that ultimately it is all about service to our students.

Unlike schools, the College has its own pay scales and terms and conditions. We currently

have approximately 360 staff including support staff, lecturers and managers. The post itself is on support staff terms and conditions.

In summary, as a college, we are passionate about helping students become the best they can be in whatever they choose to pursue. This role plays a key part in enabling us to do this. If you think this matches your interests and aspirations, we look forward to receiving your application, which you should address to Human Resources.

I hope that this has given you a 'feel' for the role and, if you are interested, I look forward to hearing from you.

Karen Fraser
Vice Principal Student
Experience and External Relations