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| **Ernest Bevin College****Job Description** |

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| **Title:** IT / Media Technician | **Salary Scale:** Scale 1c £22,209 |
| **Supported by and reporting to:** Head of Network and Learning Resources | **Assisted by:** Deputy of Network and Learning Resources |

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| **Duties / Roles** | * Manage of the College Users (Win AD / Azure M365)
* Maintain all IT hardware – regular checks on room and equipment - workstations / laptops, Detect, diagnose and resolve workstations, peripheral and application errors.
* Imaging and setup accordingly for staff/students. Manage deployment of Staff and Student client device.
* Basic diagnostic and recovery routines on network equipment
* Provide support to users, including provision of technical classroom support
* Advise on compatibility of hardware, applications and user requirements
* Support maintenance of printers in their regular cycle.
* Support maintenance of projectors and its filters in their regular cycle.
* Support the use of audio and visual systems.
* Maintain workstation peripherals (Input devices)
* Mark up and record all hardware as provisioned by the Line Manager and other relevant staff.
* Ensure and regularly monitor electrical safety of all hardware appliances utilised by Network Services.
* Manage safety of cabling in installations of workstations
* Working with our technical support company on support issues
* Maintaining and responding as a ‘help desk’ via phone and email and personal engagement
* Supporting BTEC students with online exams, setting up workstations and test environment
* Assist the department Manager/Deputy in proactively maintaining the College servers, including; group policies, active directory and completing updates as required.
* Install and configure new network equipment when necessary
* Install new IT equipment and software under the direction of the department manager/deputy, ensuring that the equipment and software is tested and working before deployment.
* Maintain the network to ensure downtime is kept to a minimum.
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| **Strategic Planning**  | * Attend and participate in regular Network Service meetings.
* Report to the Line Manager incidences of staff/students contravening the Acceptable Use Policy
* To use and recognise own strengths and areas of expertise and use these to advise and support others.
* Keep up to date with IT developments, and liaise with the Line Manager over future developments.
* Create and maintain a purposeful, orderly and productive working environment.
* Maintain the tidiness and cleanliness of both Network Services office spaces and storage spaces.
* Keep up to date with ICT development and liaise with Line Manager over future developments
* Assist with configuration, integration and installation and support of the College's IT systems
* Install new IT equipment and software under the direction of the College’s IT Manager, ensuring that the equipment and software is tested and working before deployment.
* Windows Operating System configuration, management, diagnostics and problem-solving
* Supporting the virtual environments & related networking infrastructure
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| **Personal and Professional Conduct**  | * Treat pupils with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a teacher’s professional position
* Have regard to the need to safeguard pupils’ well-being, in accordance with statutory provisions
* Show tolerance of and respect for the rights of others
* Promote fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
* Ensure that personal beliefs are not expressed in ways which exploit pupils’ vulnerability or might lead them to break the law
* Have professional regard for the ethos, policies and practice of the College in which they teach, and maintain high standards in their own attendance and punctuality
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Work Hours – 36 hours PW, 0800 to 1630 Monday to Friday. In addition the appointed person is expected to contribute to evening support (up to 8pm) as required by the Principal. This will only be necessary for specific the College functions, appropriate notice will be given, and will be limited to 3 occasions each year for each member of staff.

To continue personal development as agreed.

To engage actively in the performance review process.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The College will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description does not direct the particular amount of time to be spent on carrying out the above duties and responsibilities and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendments at any time after consultation with the post holder.

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation, and the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role. To ensure the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.

**September 2021**

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| **Ernest Bevin College** **Personal Specification** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| QUALIFICATIONS | * IT related courses
* Relevant training and/or professional practice experience in digital media applications
* GCSE Maths and English A-C or equivalent
 | * Relevant Undergraduate Degree or equivalent
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| KNOWLEDGE AND SKILLS | * Good literacy and numeracy skills
* Working knowledge of IT to support learning
* Good communication skills, verbal and written
* Experience of IT hardware, use of tools such as screwdriver, electric drill to maintain IT equipment
* Good understanding of AV Hardware
 | * Experience of working with young people
* Experience of managing resources
* Deliver training where necessary to students and staff
* Specialist knowledge and skills in photographic and/or video and/or sound recording
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| PERSONAL QUALITIES AND CHARACTERISTICS  | * Loyalty to the College
* Flexibility and determination
* Energy, enthusiasm and sense of humour
* Ability to manage own work area, IT workstation, tools and equipment
* Answer the telephone in a professional manner to deal with IT end users` queries, at an appropriate level for their understanding
* Ability to produce documents in a clear and concise manner
* Ability to work under pressure, meet deadlines, and establish positive relationships with students, parents, staff and outside agencies
* Awareness of responsibility towards the safeguarding of students
* Ability to work in a team and prioritise and organise own workload in order to meet the diverse and immediate needs of the working day
* Ability to use own initiative and work independently and problem solve in order to get a job done
* Ability to support teachers and students in using the full range of IT equipment, including Desktop, Laptop, printers, Scanners, and Projectors.
* Ability to multitask and logical thinking
 | * Ability to make positive contributions towards College life
* Commitment to the promotion of equal opportunities
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| SPECIFIC TO THE POST  | * Knowledge of Windows AD Server
* Office 365 Azure AD
* Knowledge of Database (Multiple platform)
* Understanding of windows server services (DNS, DHCP, WSUS, Etc)
* Knowledge of SCCM
* Knowledge of Signage software
* Knowledge of PA system
* Adobe Creative Cloud software suite
 | * Experience in VMware
* Knowledge of Terminal Server Gateway
* Experience in Meraki Wireless
* Able to create ad-hoc software
* Able to build the PC
* Knowledge of SIMS MIS
* Veeam
* FileMaker
* Experience in web content management systems (Wordpress)
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**September 2021**