Title of post	ITS Support Technician
Job purpose	To be responsible for supporting a wide range of hardware and software solutions within the teaching and learning environments. Duties include planning and assisting with projects, and providing support to staff and students. Fault finding and resolution.
To whom the post holder reports	The post holder is responsible to the: • ITS Network Manager • The Principal in all matters • The Governing body in the Principal's absence
The post holder may offer guidance and support to:	Other members of the support and teaching staff.
Principle Responsibilities:	• Provide 1st line support via Helpdesk • install and maintain printers • Install and test new software • Make software available to appropriate users • Identify and install essential software patches • Monitor firewall and content monitoring software • Provide relevant IT support in classrooms and across whole site • Ensure the antivirus software is installed, kept up to date and working properly on all workstations • Keep a log of all technical faults by use of helpdesk software • Assist the ITS Network Manager in the deployment of computer hardware around the college • Liaise with external suppliers for the repair of equipment under warranty or maintenance contract • Liaise with third party support agencies to resolve faults in a timely manner • Setup of smart devices and provide assistance to users as appropriate • Setup and monitor network hardware (e.g. switches) and complete minor cabling tasks • Monitor and maintain backup & recovery facilities • Provide, and maintain audio visual hardware • Provide support for staff & students using audio visual applications and equipment • Comply with all relevant polices such as safeguarding, data protection etc. • Setup, maintain and remove network accounts as appropriate • Carry out routine network maintenance • Be familiar with the network infrastructure • Supporting the ITS Network Manager with system development • Provide access as appropriate to the wireless network • Create/design brochures, articles, diagrams etc. using Adobe CS6 and Microsoft Office applications • To undertake work and other duties as delegated by the ITS Network Manager which are associated with the smooth running of the ITS Helpdesk and related areas
Job role detail	**System Development** Identify areas of the network that would benefit from updating/upgrading or replacing equipment/software or infrastructure. Investigate, assess and plan for improved provision of IT services. **Fault finding and resolution** To fault find and troubleshoot IT related issues to a point where the issue is resolved. Keep any users involved updated with current situation/progress regarding issue. If necessary discuss with other members of department where required contact third party support providers or suppliers to secure a suitable solution to the issue.

User Accounts

Create new user accounts for students and staff as appropriate to their use. Add users to appropriate groups, including mail groups. Ensure that only appropriate permissions are allocated. Make sure that staff have appropriate access to the MIS and other required software. Setup O365 emails access and apply/modify permissions accordingly. Add user to Pcounter and allocate print credits. Setup staff members on helpdesk software. If appropriate build and provide laptops for staff members. Amend, reset and maintain user accounts as required. Monitor disk usage and student content.

Wi-Fi Access\Device Access

Maintain and make available wireless network across the UCC site. Maintain Ruckus wireless controllers. Install and maintain Ruckus WAPs across the UCC site. Maintain and monitor security and access to the wireless system via the Ruckus GUI.

Firewall Management

Monitor, maintain and develop firewall services via the Smoothwall management console. Ensure that the Smoothwall UTM (unified threat management) services are up to date. Monitor internet activity and throughput. Ensure the UTM is updated appropriately.

Smart Devices

Setup UCC smart devices as appropriate. Allow/Block devices on the wireless network as necessary. Maintain access permissions to only relevant and current users. Assist users where necessary to access content from smart devices.

Printer/Printer Management

To setup/install and maintain all networked printers across the UCC site. Implement Pcounter for all printers including reprographics MFDs, and wide format printers. Acquire/update appropriate device drivers as needed. Ensure printers are kept in good order, contacting any third party support partners if necessary.

Backup & Recovery

To maintain backup server and associated tape drives. Be familiar with the Symantec backup Exec software. Be able to implement backup of data to disk and to tape as appropriate. Ensure that data stored on tape is placed securely in the fire proof safe and maintain a suitable rotation of tapes. Be able to restore data from either disk or tape using the Symantec Backup Exec GUI. Reporting of any errors or issues relating to the backup system to the IT Network Manager as soon as they occur.

Office 365

Use the Office 365 Administration Console to setup/modify email accounts for staff and students. Make available office applications as applicable to users. Modify mail groups, adding or removing users as appropriate. Apply Office 365 rules and permissions as applicable. Provide support and assistance with Office 365 email and applications for staff and students.

Presentation Equipment

Installation and maintenance of all projectors\whiteboards\visualizers\sound equipment. Troubleshoot and resolve issues pertaining to any audio visual equipment.
Help staff and students with audio visual requirements when required. Provide and setup suitable laptops for presentations as needed. Occasionally provide assistance to departments for exams, where uses of audio/visual effects are involved.

Network Hardware\Switches\Network Cabling

Assist with the implementation and maintenance of the network infrastructure. Setup and install switches, installing short runs of cable, terminating network and patch cables. Troubleshooting network communication issues. Monitor network throughput using appropriate software.

1ˢᵗ Line Support – Helpdesk

Provide basic support to all staff and students as required. Hand out laptops and monitor their status on return. Ensure laptops are maintained and charged. Provide passwords, change

	passwords, provide basic help with software, hardware and smart devices.
Generic duties and responsibilities	The post is subject to compliance with: • College policies and guidelines and College organisation. • Common core of skills and knowledge for the children's workforce. The duties and responsibilities detailed within this job description should be supplemented by those accountabilities, roles and responsibilities common to all members of the college community.
Hours	37 hours per week
Payscale	Grade 3/4 : Depending on experience

Person Specification

Qualifications	Essential	Desired
Experience		
2+ years in IT support	✓	
Relevant and up to date experience of the IT industry	✓	
Ability to use Microsoft products		✓
Ability to follow and document procedures	✓	
Ability to help users and troubleshoot daily tasks	✓	
Evidence of supporting professional development		✓
Knowledge of VMware		✓
Knowledge of server 2008R2		✓
Understanding of DHCP & DNS		✓
Be able to install, test, patch and make software available to others		✓
Personal Qualities		
To be able to work on his/her own initiative	✓	
Willingness to work outside of normal college hours	✓	
Demonstrate practical knowledge and problem solving strategies	✓	
Have high quality inter-personal skills	✓	
Have sensitivity to the different levels of expertise of users	✓	
Keep abreast of new developments in software and hardware by means of training, conferences, seminars, courses etc.	✓	

Application requirements:
1. Application form
2. Letter of application in which candidates should outline how their experience and/or qualifications match the requirements of the post