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| **Job Title:** IT Deployment Specialist**Reporting to:** Desktop Support Co-ordinator**Base:** The Roundhouse, with travel to all campuses as required |
| **Hours:** 37 hours per week, 52 weeks per year**Contract Type:** Support**Holidays:** 20 days per year subject to service increases (5 days increase after 5 years); plus 6 College closure days per year where applicable and 8 statutory days**Salary:** £30,451 per annum |
| **Job Purpose**To provide IT technical support to the college. |
| **Key Responsibilities*** Log and manage own calls using IT Helpdesk software (Hornbill Service Manager)
* To record changes to Desktop Infrastructure in accordance with the IT Change Management policy, process and guidelines.
* To provide Technical support for first and Second line support calls as defined by IT Services Management
* To undertake a range of specialist technical tasks relating to the design, build, packaging, testing, deployment, support, maintenance, and provision of documentation of PC images, software and system management benchmarking tools
* Management of various IT Support and Business systems, Azure, Intune, Alertus, SCCM
* Provide advanced levels of technical support to all areas of the college (staff, both academic and non- academic, and students) at their workplace locations (i.e. offices, laboratories, lecture, classrooms, etc.) in order to resolve medium/high priority incidents and problems
* To install software and hardware on Customer and College machines
* To contribute to technical and service support documentation, including processes, procedures, installation/support manuals, user guides and FAQs in liaison with the Team leaders
* To maintain accurate, asset inventory information of IT assets following college processes
* To Liaise with 3rd Party companies and contracted suppliers to provide timely fixes as needed.
* To provide a professional customer service to both internal and external customers and undergo training as required.
* To ensure that quality standards are set, monitored, and reviewed within the section.
* To demonstrate flexibility in responding to changing demands in personal, sectional or the Colleges workload.
* To provide temporary cover for other IT led Departments such as Archive, Reprographics and Logistics.
* To take responsibility for ones own professional development and continually update as necessary.
* To comply with Equal Opportunities policies and to assist in the development of Equal Opportunities.
* To comply with all Health & Safety, Child Protection & Safeguarding, Risk Management policy and legislation in the performance of the duties of the post.
* Proactively promote and comply with all relevant College practice, guidelines, policies and procedures, and legislation, including but not limited to: Safeguarding, Equality and Diversity, Health and Safety, and Data Protection.
* Undertake any other duties and responsibilities as may be reasonably required by senior personnel in response to changing demands in personal, sectional or the College’s workload.
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| **PERSON SPECIFICATION** |
| **Competencies****Essential*** Excellent Customer Service
* Organisational skills
* Problem solving/Fault finding & resolution.
* Work on own initiative
* Interpersonal skills
* To be able to move PC weighted items (Manual Handling)
* Printer Management and Deployment (Client/GPO)

**Desirables*** Understanding of Networks (VMware Cisco)
* PC Architecture Hardware
* Business System Management
* Windows Server Operating Systems (2016, 2019 and 2022)
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| **Knowledge & Experience**Knowledge and experience of the following IT Systems:* Windows Operating Systems (10 & 11)
* Educational Software (Adobe/Autodesk & Specialist software for subject areas)
* Apple OSX
* Microsoft Office Products
* Active Directory / Group Policies
* Cloud Storage
* Azure
* Intune
* Web Browsers (Edge/Chrome/Firefox)
* Application packaging and deployment using automation tools (e.g. SCCM, Intune)
* Windows operating system build, testing deployment and maintenance, scripting languages and GPO’s.
* Usage of Helpdesk software
* Network operating systems Cisco Prime
* IT Helpdesk Functions
* Mobile device Operating systems Android/IOS
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| **Qualifications -** You are required to provide valid certificates as proof of all qualifications* Level 2 English (GCSE or equivalent)
* Level 2 Maths (GCSE or equivalent)
* Driving licence
* Project Management qualification
* MCSE (or working towards)
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