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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. |
| **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) |
| **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 |
| **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) |