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| **Job Title:** IT Support Specialist  **Reporting to:** Desktop Support Co-ordinator  **Base:** The Roundhouse |
| **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** £28,664 per annum |
| **Job Purpose**  To provide IT technical support to the college |
| **Key Responsibilities**   * To provide a helpful, responsive, and courteous service to all Derby College delivery staff and stakeholders and to work in co-operation with all sections of IT in delivering excellent customer service. * Log and manage own calls using IT Helpdesk software (Hornbill Service Manager) * Provide software and hardware support to all areas of the College across all sites * To install software and hardware on Customer and College machines * To take responsibility for First- or Second-line support calls as defined with desktop support coordinator and team Manager Desktop Services * To develop and maintain areas of specialist knowledge and apply this within the Support environment * To develop systems and procedures within own specialist area * To maintain an awareness of current IT issues and with other IT team members * To be an effective member of the IT Support team to support College Staff and Students * To Liaise with 3rd Party companies and contracted suppliers to provide timely fixes as needed * To provide an excellent customer service and undergo training as required * To maintain an awareness of and adhere to current Support procedures * To produce documentation in liaison with the Desktop Support Coordinator * To provide a professional customer service to both internal and external customers * 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 take responsibility for ones own professional development and continually update as necessary. * 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**   * Customer Service skills * Organisational skills * Time Management * Problem solving/Fault finding & resolution * Work on own initiative * Interpersonal and team working skills * Desire for self-development * To be able to move PC weighted items (Manual Handling) * Mobile device Operating systems Android/IOS |
| **Knowledge & Experience**  **Essential**   * Experience of Windows Operating Systems (10, 11) * Experience of Microsoft Office Products * Active Directory / Group Policies * Cloud Services (such as M365, Azure, OneDrive) * Sccm/Intune * Web Browsers (Edge/Chrome/Firefox) * Usage of Helpdesk software * An understanding of network operating systems * Knowledge of IT Helpdesk Functions   **Desirable**   * Basic understanding of Networks (VMware Cisco) * Apple OSX/ Jamf/ Apple School Manager * PC Architecture Hardware * Educational Software Adobe/Autodesk * Printer Management and Deployment (Client/GPO) |
| **Qualifications** You are required to provide valid certificates as proof of all qualifications  **Essential**   * Level 2 English (GCSE or equivalent) * Level 2 Maths (GCSE or equivalent) * Driving licence |