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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.
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| **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
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| **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)
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| **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
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