



IT Support Deployment Engineer Reporting to Desktop Support Co-ordinator	
Hours	37 hours per week, 52 weeks per year
Contract Type	Support
Holidays	20 per year subject to service increases
Salary	£28,703 per annum
Job Purpose To provide IT technical support to the college	
Key Responsibilities <ul style="list-style-type: none">• 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.• To take reasonable care of your own health, safety and welfare and that of any other person who may be affected by your actions or omissions whilst at work. You are also required to co-operate with the College to enable it to fulfil its legal obligations. Appropriate information, instruction, training and supervision will be provided to enable you to perform your duties in a manner that is deemed safe and without risk to health.• To comply with all aspects of General Data Protection Regulations.• To adhere to the College's Computer Network Acceptable Use Policy.• To undertake risk assessments for any new activity and to ensure risk assessment checks are carried out for any ongoing activity.• To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.	

Competencies

Essential

- Windows Client Operating Systems (10 and 11)
- Microsoft Office Products
- SCCM
- Apple OSX
- Educational Software (Adobe/Autodesk & Specialist software for subject areas)
- Customer Service
- Organisational skills
- Team working
- Time Management
- Problem solving/Fault finding & resolution.
- Work on own initiative
- Interpersonal skills
- Desire for self-development
- Responsible attitude toward own work
- To be able to move PC weighted items (Manual Handling)
- Printer Management and Deployment (Client/GPO)
- Mobile device Operating systems Android/IOS

Desirables

- Understanding of Networks (Mist)
- PC Architecture Hardware
- Business System Management
- Windows Server Operating Systems (2016, 2019 and 2022)

Knowledge

- Windows Operating Systems (10 & 11)
- Microsoft Office Products
- SCCM & Intune (software deployments, driver updates, general device management)
- Active Directory / Group Policies
- Cloud Services (such as M365, Azure, OneDrive)
- Web Browsers (Edge/Chrome/Firefox)
- Windows operating system build, testing deployment and maintenance, scripting languages and GPO's.
- Usage of Helpdesk software
- IT Helpdesk Functions
- Network operating systems
- JAMF & Apple School Manager

Qualifications

- Level 2 English
- Level 2 Maths
- Driving licence
- Project Management
- MCSE (Working Towards)