



Required to start as soon as possible

ASSISTANT IT TECHNICIAN (Full Time, Permanent)

We have a vacancy for a reliable and enthusiastic Assistant IT Technician to join our busy IT Support Department.

This is a permanent position, working 37 hours a week. The starting salary for this post is **£16,804 per annum**. This is based on spine point 18 within grade 3 of the support staff pay. There will be some flexibility about the actual start and finish times which can be discussed at interview; however there will be times when late afternoon / evening working will be required. Holiday entitlement is 24 days per annum. This entitlement rises to 29 days after five years' service.

All support staff automatically become members of the Local Government Pension Scheme. This is a tax approved, defined benefit occupational pension scheme. The benefits under the scheme are based on the length of your membership and your final salary. Your contribution would be 5.8% of your gross salary and the College contribution would be 18.5% of your gross salary. Once you have started your job at BHASVIC you have the option to opt out of the Local Government pension scheme. If you wish to opt out you must do so within three months of your start date in order to receive a refund of your contributions. Further information can be found on <http://www.eastsussexpensionfund.org>

BHASVIC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our vetting procedures for prospective employees are in line with the guidelines provided by the Department for Children Schools and Families. Further information can be found on <http://www.education.gov.uk/childrenandyoungpeople/safeguardingchildren>

THE IT SUPPORT DEPARTMENT AND THE VACANT POST

The key function of this post is to assist in the provision of technical support for the IT systems across the College. You will be part of a team of five IT support staff, led and supported by the College Network Manager. The team services all the College IT provision and each member also has their own delegated areas of responsibility. You will need to have some practical experience of working in an IT related environment and an ability to learn and deal with new IT systems and equipment. Good communication skills with all College IT users are essential and some administrative and clerical duties are also required. The full job description for this post is below.

There will be ample opportunities for individual training and development, which is encouraged through the excellent College induction and staff development programmes.

The IT support department works from two rooms with administrative, workbench and storage areas and there are separate server rooms. The current College network comprises of multiple servers, running Windows Server 2016, with over 1500 workstations and laptops running Windows 10, together with associated accessory equipment. We use Virtual Servers running VMWare VSphere on our core infrastructure. There is Internet access for all staff and students. All staff and students have email facilities and there is a College Virtual Learning Environment for supporting students' learning. These systems are Windows and Linux based, including Microsoft Exchange.

The network and associated systems are constantly developing to meet the needs of staff and students to use IT as an integral part of all courses in the classroom and also from home. The Department also provides vital IT support to the administrative areas in maintaining financial, staff and student records on various specialist software packages.

HOW TO APPLY

For details of how to submit your application, please visit our website
www.bhasvic.ac.uk/the-college/working-for-us/current-vacancies

Your application should include the following:

- **A completed application form**
- **A detailed statement outlining how you meet each of the criteria in the person specification below.**

Use the criteria as headings when writing your statement. Where applicable, give examples of situations when you have used the skills and attributes detailed. It is very important that your application is in the format requested. Candidates will be short-listed on the person specification criteria alone.

- **A covering letter, no longer than one side of A4, stating why you want this job and what you would bring to this post if appointed**
- **A completed equality & diversity recruitment monitoring form**

Please note that it is College policy to shortlist applicants on the basis of a completed application form, letter and accompanying statement. CVs submitted alone without a completed application form and statement will not be considered.

The deadline for receipt of applications is **9:00 on Monday 6 November 2017**

Interviews will take place on **Thursday 16 November 2017**

For applicants who are invited to interview there will be ample opportunity to learn more about our provision and needs through discussions with staff.

(October 2017)

JOB DESCRIPTION

POST TITLE: Assistant IT Technician

RESPONSIBLE TO: The Network Manager

PURPOSE OF JOB:

To assist in the provision of Technical Support for all College IT systems and users

SPECIFIC DUTIES:

1. Equipment and Systems Maintenance, Development and Security.

- Respond to assigned jobs from the IT helpdesk database and other requests. Assist the IT team with the maintenance of this fault reporting system.
- Install curriculum and administrative systems software on the college network.
- Install and set up hardware, peripherals etc., on the college network.
- Move IT and AV equipment as needed and set up IT & AV systems for group display on request.
- Clear printer jams. Change / replenish printer paper, toner and ink cartridges when needed.
- Routinely check the functioning of computer workstations, and report any faults found.
- Shut down specified computers and ensure the safety and security of the rooms at the end of the day.
- Security mark equipment. Check & record serial numbers and locations of the computing equipment to maintain and update the equipment inventory.
- Update user passwords and print quotas on the network system when requested.

2. Staff and Student Support, Liaison & Communication

- Provide timely support for all users (staff and students) reporting faults or requesting assistance.
- Liaise with staff and students on any IT systems support issues or related matters.
- Attend meetings as required.

3. Policies, Procedures and Record Keeping:

- Assist the IT Support Department to:
 - Maintain the IT Helpdesk.
 - Maintain the IT inventory
 - Maintain reports on network and equipment performance, problems failures etc.
 - Develop new systems to advance the services provided.

4. Product Acquisition:

- Identify items required for repair or replacement.

5. Other Duties:

- Stand in for other IT support staff during their absence.
- Other appropriate college related tasks when required.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level or responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION

JOB TITLE: Assistant IT Technician

DEPARTMENT: IT Support

RESPONSIBLE TO: Network Manager

| | Essential | Desirable | Method of assessment |
|---|-----------|-----------|--|
| Qualifications | | | |
| 1. A practical qualification in an IT field at A level or CompTIA A+ or equivalent level OR at least one year's relevant experience working in a practical IT environment. | ✓ | | Application / Certificates / Reference |
| Skills in the following areas | | | |
| 2. Connecting, adapting and maintaining IT hardware including computers, monitors, printers, networking devices and audio visual attachments. | ✓ | | Application / Interview / Assessment |
| 3. Installation of software | ✓ | | Application / Interview / Assessment |
| Knowledge and experience of: | | | |
| 4. How to contribute to and work effectively within a team environment. | ✓ | | Application / Interview |
| 5. The principles of Health and Safety in an IT environment. | ✓ | | Application / Interview |
| 6. The use of MS Windows operating systems and MS Office applications. | ✓ | | Application / Interview / Assessment |
| 7. Management of computer files and folders. | ✓ | | Application / Interview / Assessment |
| Experience of and the ability to: | | | |
| 8. Communicate effectively in 1:1 or small group situations in order to explain a technique or concept. | ✓ | | Application / Interview |
| 9. Work independently and use initiative in dealing with requests. | ✓ | | Application / Interview |
| 10. Prioritise and organise time effectively and work positively in response to a high workload or requests made at short notice. | ✓ | | Application / Interview |
| 11. Work accurately with attention to detail. | ✓ | | Application / Interview / Assessment |
| 12. Manually lift and handle reasonably heavy objects such as computers, printers, projectors etc. (Physical Fitness). | ✓ | | Application / Interview |
| Other | | | |
| 13. An interest in education and empathy with young people studying at sixth form level. | | ✓ | Application / Interview |
| 14. An understanding of and commitment to the values given in the BHASVIC Staff Code of Conduct, the Equality and Diversity Policy, the Safeguarding policy and the Race Equality policy. | ✓ | | Application / Interview |
| 15. Willingness and ability to undertake training needed to fulfil the changing requirements of the post | ✓ | | Application / Interview |