



Job Description	
Job Title	Senior IT Technician
Responsible to	Head of IT Operations
Department	Information Technology (IT)
Purpose of job and primary objectives	<ul style="list-style-type: none"> • To analyze support requests and seek continuous improvement opportunities to reduce support needs • To bring about improvements in induction and training for users of the College computer system • To act as primary point of IT department contact for College staff and pupils • To present the positive, responsive, helpful and professional face of the IT department • To deliver required solutions with efficiency within the confines of agreed processes and standards
Duties	<p>Routine</p> <ul style="list-style-type: none"> • Provide first and second level support to College staff • Provide first and second level support to pupils • Identify support requests and issues quickly in term of urgency and importance • Assess support requests in terms of priority and topic, categorize them appropriately, and ensure that they are appropriately assigned to self or colleague within IT department • Escalate issues as required • Liaise with third party organizations to meet business requirements • Provide services with adherence to IT controls • Perform troubleshooting and problem-solving • Support user acceptance testing • Meet any other relevant and reasonable requests of the line manager <p>Support Arrangements</p> <ul style="list-style-type: none"> • Provide out of hours support and work unsociable hours as required <p>Safeguarding</p> <ul style="list-style-type: none"> • Adhere to the College’s safeguarding policies and procedures <p>Health and Safety</p> <ul style="list-style-type: none"> • Maintain knowledge of Health and Safety legislation, as applicable to the role; adhere to the College’s Health and Safety policies and procedures

	<p>Professional Development</p> <ul style="list-style-type: none"> • Maintain and update your own knowledge and skills in line with legislation and the needs of the role 	
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Person Specification	Key Qualifications, Knowledge, Skills and Attitude	
Knowledge & experience required	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Proven track record in user support provision • Accustomed to operating efficiently and effectively in busy, Microsoft-based, regulated environment • Ability to learn quickly and adapt to wide range of IT hardware and software <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • A recognized qualification in the field of IT service and support • Experience in IT help desk administration • Experience in highly-regulated, commercial environments • Knowledge of MS SharePoint and Google collaborative platforms encompassing Gmail and Google Drive 	
Skills required	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Excellent written and verbal communication skills • Ability to analyze data and demonstrate critical thinking • Very good organization skills • Detail-conscious • Ability to process information and communicate at appropriate technical level given the audience • Ability to recognize relative business priorities • Ability to follow processes • Ability to see improvement opportunities and to make appropriate suggestions 	
Competencies	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Proactive, enthusiastic, confident, assertive • Customer and service orientated • Process orientated • Flexible 	

Date: 22nd. November 2021

Prepared by: Michael Squire