Job Purpose:	The post holder will be responsible for the configuration, implementation, operation and maintenance of the College's computer equipment and networks, as well as providing cross-College technical and software support for equipment and facilities in order to ensure an excellent service to students and staff
Responsible to:	IT Support Manager
Annual Salary:	Scale 4 of NJC Support Staff Salary spine (points 8-11)
Hours of Work:	37 hours per week, Full Year. Hours will be on an agreed rota basis. The office hours are 8.30am – 5.00pm.
Holidays:	24 days per year (29 days after 5 years' service) and 8 bank holidays
Pension Scheme:	Staff are auto-enrolled in the Local Government Pension Scheme, a contributory scheme with the option to opt out in a transitional period.

The holder of this post is formally authorised by the college to undertake the duties and responsibilities of a systems and network administrator as defined in, and restricted by, the College's Charter for System and Network Administrators and the relevant legislation.

Key responsibilities:

- To configure and install new equipment and software.
- To ensure the computer and network hardware and software and any equipment that falls under the remit of IT Services is operational and working at optimum efficiency; with particular responsibility for maintaining and ensuring the reliability of all deployed facilities.
- To assist with day-to-day health checks and performance monitoring.
- To assist with the maintenance of technical procedures documentation.
- To provide 1st and 2nd line computer hardware and software support, and provide guidance to staff and students in the use of equipment.
- To maintain records of all hardware and software licence agreements, ensuring software legality, and to use the appropriate documentation systems.
- To maintain an up-to-date knowledge of relevant technologies and their application in an education context.
- To assist the IT Support Manager with the implementation of the IT strategy, policies and systems.
- To ensure all incidents and requests are logged in the appropriate systems.
- To communicate the status of logged calls with appropriate responses as per agreed policies and procedures.
- To report any misuse of equipment or systems to the IT Support Manager.
- To contribute to self-assessment and review activities.

General:

- To take part in the College's Performance Review and Development Scheme (PRD)
- To be responsible for Health and Safety within areas of own responsibility
- To contribute to the college responsibility for safeguarding and promoting the welfare of young people
- To observe the college's commitment to equal opportunities
- To undertake any other duties which are reasonably comparable to a post of this grade

PERSON SPECIFICATION		
SPECIFICATION	**ESSENTIAL**	**DESIRABLE**
Education/ Training	• A Level / BTEC / Level 3 Apprenticeship or equivalent in computing / IT.	
Relevant Experience	• Familiarity with networked PCs (Windows 10 onwards) and Microsoft applications • At least 1 years of relevant experience • Experience in the use of Microsoft Office applications	• Experience/knowledge of working in an educational environment • Familiarity with Apple MAC Devices. • Experience of working with the public
Skills/ Aptitudes	• Excellent interpersonal skills • Ability to work independently and pro-actively • Ability to work calmly under pressure, often to tight deadlines • Ability to work flexibly as part of a team	
Other requirements	• Interest in educational needs of students • A commitment to deliver excellent standards of service for young people • Flexible approach to working hours • Enthusiasm and motivation • Willingness to undergo an enhanced DBS check • A personal commitment to relevant legislation and good practice in relation to equality and diversity and safeguarding and promoting the welfare of young people • Willingness to keep up to date with IT applications and to receive further training. • Ability to carry and move heavy equipment on a day-to-day basis (appropriate training will be provided)	

Last reviewed	June 2023
Reviewed by	Jason Dear