

# Job Description and Person Specification



## IT Technician Apprentice

<b>Salary:</b>	<b>£14,000 pa inclusive</b>
<b>Hours:</b>	<b>36 hours per week</b>
<b>Leave:</b>	<b>25 days per annum plus public holidays plus up to 3 days Christmas efficiency closure</b>
<b>Reports to:</b>	<b>IT Support Manager</b>
<b>Location:</b>	<b>This post will initially be based at the Main Campus, Isleworth. The post holder will be required to travel occasionally to the College's Skills + Logistics Centre site at Feltham.</b>

**The purpose of the post is:** to provide a comprehensive and robust IT Support service for all staff and students within West Thames College.

### **The main duties and responsibilities are to:**

1. Provide a polite and professional customer focused IT service to staff and students.
2. Log, actively respond to, and where possible resolve, incoming technical telephone calls, emails, voicemails etc. via the College's helpdesk system.
3. Install, configure and maintain IT related hardware / software to ensure operational effectiveness to the highest possible standard and in accordance with IT policies
4. Keep users informed of progress of requests and escalate problems or high priority calls to the IT Support Manager or IT Support Engineer as appropriate.
5. Assist in the support of the College's VoIP and mobile telephone systems including troubleshooting basic voice/data cabling faults, patching, testing and tracing.
6. Liaise and work with 3<sup>rd</sup> party vendors to resolve hardware or software issues.
7. Assist in the support of the College AV equipment including interactive whiteboards, projectors, digital cameras, DVD players etc.
8. Assist directly in the effective delivery of a helpdesk service and contribute to effective team work and a service oriented culture within the IT Service Team.
9. Assist in the maintenance of the College's inventory / asset register and related documentation ensuring that records are updated as necessary.

**Generic Duties:**

1. Use, install and maintain software according to manufacturer/vendor licensing regulations and ensure that any appropriate Copyright is adhered to.
2. Follow strictly the requirements of the College's health and safety policy and comply with the College financial regulations.
3. Contribute to the implementation of future IT projects & developments.
4. Promote a positive image of the College in all contacts with students, employers and professional bodies.
5. Attend and participate in College meetings as necessary within the local team.
6. Participate in staff development activities and undertake further training as part of your continuing professional development.
7. Work flexibly in order to satisfy the organisational needs, including enrolment and occasional evening or weekend work.
8. To maintain confidentiality of information acquired in the course of undertaking duties for any member of staff, students or department of the College and adhere to the General Data Protection Regulations 2018 contained within the College General Data Protection Regulations policy.
9. To uphold and promote College policies, procedures and controls, including the College's Equal Opportunities policy and promoting those specifically applicable to this area of work.
10. Carry out other reasonably comparable duties that may be required from time to time.

# Person Specification

Please study the items in this person specification carefully and when completing your application form try to describe your knowledge, skills and experience in terms of those particular items:

1. Flexible, willing and reliable with good time management and organisational skills
2. Be willing to undertake training and development as required within the role.
3. Have a keen interest in the area of IT with the intent to develop this into a career.
4. Have an awareness and understanding of equal opportunities.
5. Have an awareness and understanding of safeguarding and prevent
6. Computer literacy
7. Excellent oral and written communication
8. Possess a minimum of 4 GCSE's or equivalent level qualifications

## Equality and diversity

West Thames College champions excellence, integrity, equality and respect.

This means we aspire to the highest achievements for our students and the best possible working environment for our staff.

The whole college community - women and men, younger and older, from different , social and ethnic backgrounds, a variety of faiths, cultures and languages, lesbian, gay and straight, disabled and non-disabled – we are all treated with the same respect and entitled to the same chances to succeed.

We champion diversity because we know that a rich mix of people makes the college a more productive and creative place to study and work.

And we champion equality because it is the right thing to do.

**Closing date: 28 February 2019**

**Reference No: 6ITS008**

**Interview date: 12 March 2019**

# Conditions of Service

**Contract:** Apprenticeship  
Full time

**Salary:** £14,000 pa inclusive

Please note the salary range for this post is points 21-25 on the Support Staff scales.

Progression up the incremental pay scale is automatic and awarded on 1 April annually.

New entrants are placed on point 21

Where there is evidence of current earnings in excess of point 21, the applicant may be placed at the salary point higher than their current salary

**Pension:** Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.

**Annual Leave:** 25 days per annum plus public holidays plus up to 3 days Christmas efficiency closure

**Hours:** 36 hours per week – however we will allow study time during the working week to allow you to complete assignments

**Probation:** Employees who commence their employment between 1 September and 31 May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent.

Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent.

The extended period of probation is ensure that there is an adequate period of “normal” working during which to provide support and assess an employee’s performance.

**Disclosure** The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Disclosure and Barring Service.