

**Job Description:**

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| **Post:** | ***Senior Infrastructure Technician Role***  |
| **Salary Grade:****(fixed point)** | *Grade 5,* *Point 21* £*32,373.92* |
| **Responsible to:** | *IT Support Team Leader* |
| **Responsible for:** | *N/A* |
| **Location:** | *The postholder will be required to travel independently between all College sites as and when necessary. This is an essential requirement for this role.*  |

**Key Purpose:**

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| **1** | Provide exceptional IT support combined with excellent customer service to staff and students |
| **2** | To act as a mentor (and a point of escalation and support) for lower grade IT Technicians |
| **3** | To be responsible for the maintenance and administration of all College owned IT systems, and provide operational support and insight to the IT Services Team Leader |

**Key Responsibilities and Accountabilities:**

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| **A** | Responsibility for all software and hardware faults on all College owned IT equipment |
| **B** | Plan and implement the installation, testing, and commissioning of servers, switches, firewalls, routers and any other infrastructure IT equipment |
| **C** | Plan and implement the installation, testing and configuration of software and security updates for all IT systems |
| **D** | Plan and implement the installation, testing and configuration of operating system updates on all workstations and servers |
| **E** | Provide regular and continuous server, switch, firewall and router monitoring and administration |
| **F** | Accurately record work progress in the Service Desk Ticketing System (currently “LANSweeper”), and monitor progress of work of lower grade IT Technicians |
| **G** | Creation, administration and deletion of user accounts, email accounts and any other accounts on College owned IT systems as required by students and staff, and provide general IT support to staff and students in using College owned IT systems |
| **H** | Installation, testing and configuration of software packages on servers and workstations |
| **I** | Ensure current backup methodology is appropriate and successful, and to coordinate and execute tests of that methodology on a regular basis to ensure integrity of backups |
| **J** | Assisting with staff/student training in the utilisation of College owned IT systems |
| **K** | Assist the IT Service Desk staff with the provision of IT support to staff and students |
| **L** | Support the IT Services Team Leader in liaising with suppliers and providers of services to ensure those services are delivered in an accurate and timely fashion and that any and all SLAs are adhered to |
| **M** | Assist with the creation and updating of documentation relating to the work practices and procedures of the IT Services department |
| **N** | Assist with the maintenance of accurate asset management records and software licensing documentation |
| **O** | Provide cover for the IT Service Desk as and when required |
| **P** | Where operationally required, be available to support the College open evenings and other College events |
| **Q** | Where operationally required, be available to occasionally work “out of hours”. (Any “out of hours” work will be compensated by way of Time Off In Lieu) |
| **R** | Where operationally required, adhere to any holiday restrictions imposed by the Director of IT Services and/or IT Services Team Leader (and/or Senior Management) |
| **S** | Any other such reasonable duties as may be instructed by the IT Services Team Leader and/or Director of IT Services |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Participate in Performance Management and professional development activities as required, providing insight to the IT Services Team Leader to assist with performance management of lower grade IT Technicians.  |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety.  |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults.  |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites

**Person Specification**

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|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** | **How assessed** |
| i | Level 3 qualification in an IT related discipline (or equivalent experience) | Y |  | A |
| ii | Achieved or willing to work towards Microsoft Certification | Y |  | A |
| iii | Achieved or willing to work towards Apple Certification | Y |  | A |
| iv | Achieved or willing to work toward Cisco Certification | Y |  | A |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |  |
| v | At least 5 years’ experience working in an IT related role, ideally with recent senior technical responsibility | Y |  | A/I |
| vi | Deep technical understanding of IT Administration/Support requirements, with a skill set to include: -* Active Directory Domain design, build, implementation and support
* DHCP and DNS (internal/external)
* Server administration
* Security management (including cyber security and antivirus)
* GPO development/administration
* Account creation, manipulation, deletion, and automation
* Profile Management
* Scripting
* Printer and document imaging deployment and management
* Document Management Solutions
* Client Imaging Solutions and Client Image Development
* Windows 10 desktop support, administration, development and customisation
* Network Design, Support and Implementation (including core/edge switch, firewall, and wireless controller administration, cabling technologies (including copper and fibre), physical and logical segmentation (VLAN), VoIP, bandwidth management, QoS)
* Office 365 administration and development (including SharePoint)
* Google Apps for Education Administration (G Suite for Education)
* Application packaging and deployment
* Backup technologies and administration
* VMWare/Hyper-V administration, support and development
 | Y |  | A/I |
| vii | Experience of working in a customer facing environment with an understanding of conflict resolution | Y |  | A/I |
| viii | Prioritising, managing and scheduling multiple (sometimes conflicting) work flows and customer requests | Y |  | A/I |
|  | **SKILLS & ATTRIBUTES** |  |  |  |
| ix | Personal time management and high organisation skills | Y |  | A/I |
| x | Ability to communicate complex ideas both verbally and in writing to technical and non-technical audiences | Y |  | A/I |
| xi | Strong customer service skills | Y |  | A/I |

Key to assessment methods:

A = Application

I = Interview

P = Presentation

W = Written assessment