IT technician (trainee)

Department: Education

Division: (CYPES) Highlands College

Reports to: Head of Digital Services

JE Ref: CYP1097

Grade: CS06   **JE Date:** 13/10/2022

Job purpose

To provide technical support to all College users on the IT network whilst contributing to the maintenance, development, upgrade, and delivery of the College computing environment to support the achievement of the operational aims and curriculum and administration activities.

The post holder will act as a midway point of contact on the help desk and communicate with clients on a range of IT related topics. The post holder will also communicate with all levels of staff in the College, giving guidance and advice where needed. The IT department has regular contact with the public, giving them support and advice, and with other Government of Jersey departments.
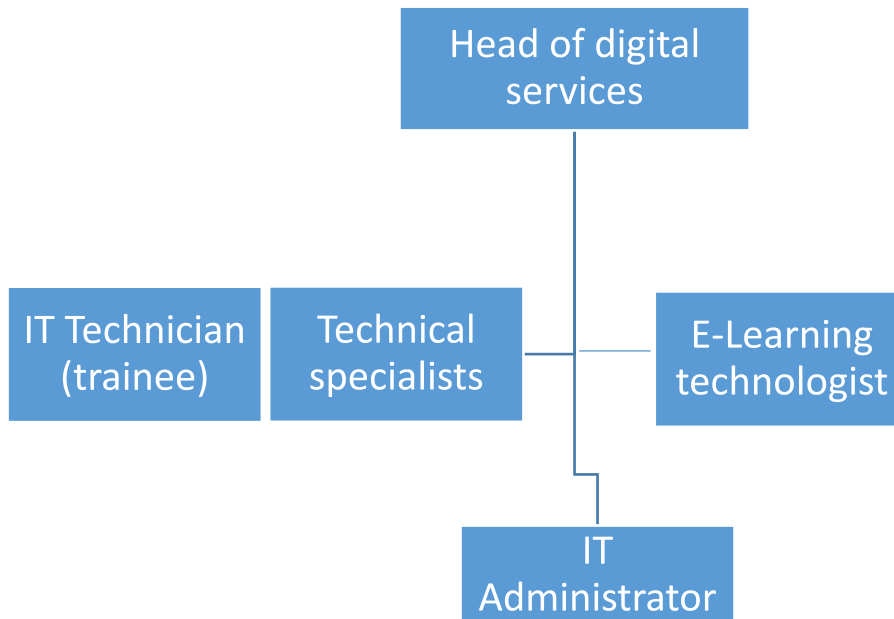
Job specific outcomes

- To aid in the monitoring and maintenance of the College PC network, backups, checking logs and network fine tuning to gain maximum efficiency.

- Respond to first line user support for all IT enquiries, ensuring that the proper and speedy action is taken to ensure a minimum downtime to the user. This will initially be carried out under close supervision of others.

- Diagnose hardware and software problems, undertaking minor repairs and reconfiguring software to supply cost effective solutions and minimum disruption to the user. Full training and guidance will be supplied to ensure best practise is adhered to.

- Review and monitor technical resources to ensure sufficient overheads exist to accommodate potential short-term growth.

- Support the IT team in planning and implementation of projects, primarily relating to the infrastructure of the college. Ensuring that solutions are delivered within agreed targets and following system specifications.

- Undertake specific projects that fall in line with network support, such as web-based solutions to supply structured access across the network, to ensure software availability to all users.

- Monitor the creation of user accounts to enable access to relevant college software and services. Ensuring the relevant security levels are in place for each user and group so that they gain necessary benefit from the resources.

- Support technical specialists in the planning and implementation of internal and external project activities relating to the college IT strategy, ensuring that planned work is undertaken in line with agreed timescales.

- Provide support under supervision to online examination provision, ensuring that all resources meet the specification needed.

- Engage with many examination bodies to ensure technical requirements are adhered to. Aid in developing bespoke environments for these examinations to function independently and without interruption from daily college services.

Government Departments

OFFICE OF THE CHIEF EXECUTIVE	CUSTOMER AND LOCAL SERVICES							
	CHILDREN, YOUNG PEOPLE, EDUCATION AND SKILLS	ECONOMY	EXTERNAL RELATIONS	HEALTH AND COMMUNITY SERVICES	INFRASTRUCTURE, HOUSING AND ENVIRONMENT	JUSTICE AND HOME AFFAIRS	STRATEGIC POLICY, PLANNING AND PERFORMANCE	TREASURY AND EXCHEQUER
	CHIEF OPERATING OFFICE							

Head of digital services

IT Technician (trainee)

Technical specialists

E-Learning technologist

IT Administrator

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications *Please state the level of education and professional qualifications and / or specific occupational training required.*	Educated to BTEC diploma standard or equivalent. A commitment to further studies and qualifications.	HND in computer studies. A+ or Network + certification
Knowledge *This relates to the level and breadth of practical knowledge **required** to do the job (e.g., the understanding of a defined system, practice, method or procedure).*	A good understanding of IT hardware and software systems. Exposure to 1st line user support functions with a focus on prioritisation.	Demonstrable use of web-based technologies and services. Ability to quickly assess situations and diagnose issues.

Technical / Work-based Skills *This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.*	The ability to engage confidently with clients as part of a help desk service.	Appropriate customer service course.
General Skills/Attributes *This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.*	Methodical with an elevated level of accuracy. A conscientious approach to problem resolution	A confident approach to be able to work with users when dealing with issues.
Experience *This is the proven record of experience and achievement in a field, profession or specialism.* *This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).*	Proven ability to work as part of a flexible and supportive team. Exposure to a customer service role, preferably in a technical arena.	Practical experience dealing with technical support issues
Criteria relating to Safeguarding *Other requirements needed to confirm suitability to work with vulnerable people e.g., attitudes, skills, experience etc.*	An empathic ability to deal with all levels of helpdesk support queries to aid clients of all ages and skillsets.	Previous experience in a school or college support environment

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will have to adhere to and perform their duties in line with the standards found in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, named in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.