Technical Support Specialist / Developer

Department: Education

Division: (CYPES) Highlands College

Reports to: Head of Digital Services

JE Ref: CYP1105

Grade: CS09 **JE Date:** 14/11/2022

Job purpose

To work on technical projects that will deliver new or revised infrastructure, application, or technical services as well as the appropriate documentation and guidance. Develop, implement, and maintain bespoke applications and services across all areas of the college.

Research and introduce new technical services that will enhance the delivery and day to day experience of the college community.

The ability to work proactively with all clients to enhance their use of technology within the college. There will also be an expectation to deliver solutions that allow both change and improved workflow throughout the organisation.

They are required to provide a comprehensive technical support service to any clients that use college services. Contribute to the maintenance, development and upgrade of the existing college IT environment which will support the achievement of the operational objectives, curriculum activity and administration requirements.

Job specific outcomes

Participate in the design, implementation, and maintenance of all College IT projects to ensure they are within set delivery objectives, time, and budgets.

Aid in defining server hardware and software specification and configuration. Ensure that a balance is achieved between obtaining the best value for money and ensuring that the technology fulfils the requirements of the business for up to 5 years into the future.

Contribute subject matter knowledge to IT Strategies, ensuring needs and requirements of Infrastructure and its role in enabling business outcomes is accurately reflected

Develop hybrid cloud infrastructure and services to ensure high availability of enterprise platforms that support internal and external customers.

Support hybrid cloud infrastructure and services, delivering effective change control and remediation actions, ensuring that it actively supplies resolution to encountered problems to

prevent impact on business continuity

Engage with third-party suppliers to ensure that their deliverables are appropriately scoped, delivered on time and within agreed budget.

Contribute to the planning, implementation and deployment of Operating Systems and software applications, ensuring they are compliant with organisational agreed methodologies, procedures, and policies and statutory requirements as part of organisational governance.

Review all hardware/software introduced to the organisation to ensure that it is fully operational and follows relevant policies.

Review complex end-user requirements and make appropriate recommendations to resolve the technical issues to ensure desired business outcomes

Engage with numerous examination bodies to ensure the specific documentation on technical requirements are adhered to. Develop bespoke environments for these examinations to function independently and without interruption from daily college services.

Statutory responsibilities

Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisation chart

Insert an organisation chart showing this role and its line managers and reports (individual names must <u>not</u> be included only post titles)
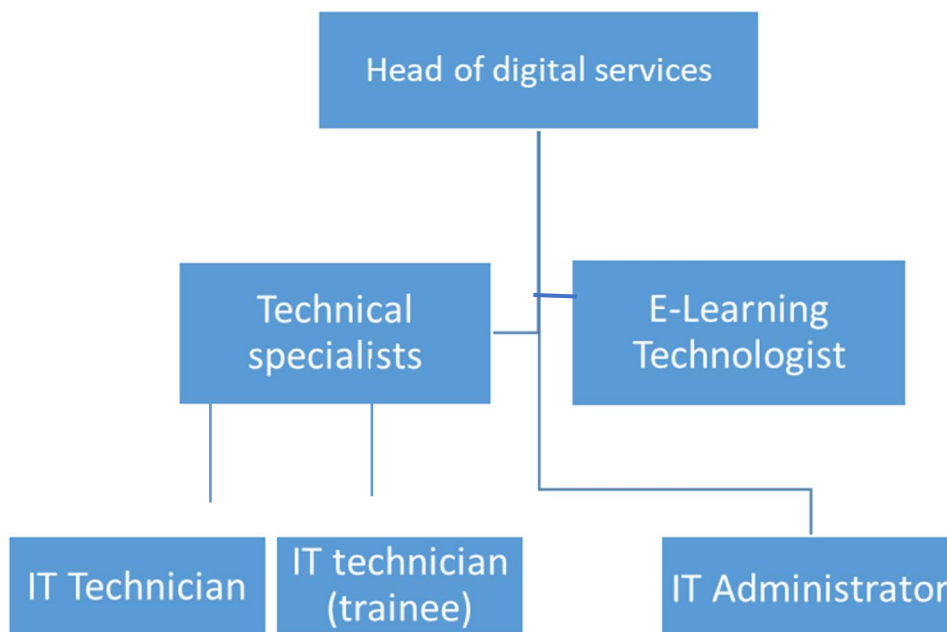
Person Specification

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications *Please state the level of education and professional qualifications and / or specific occupational training required.*	Educated to degree level or equivalent qualification or have a minimum of 5 years operations & technical support experience. ITIL foundation certificate.	Industry recognised professional qualifications such as MCSE, VCP Certification in MS AZURE / 365 / Security fundamentals
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).*	In depth knowledge of resolving complex IT architectural issues. Practical understanding of Azure and Endpoint technical aspects to deliver a robust user experience. Technical knowledge in provision of infrastructure support across a variety of platforms and applications. In depth knowledge of desktop and server environment both physical and virtual encompassing relevant backup technologies. Understanding and awareness of strategic and business processes across the college.	Awareness of strategic IT issues across the business services.
Technical / Work-based Skills *This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.*	Expert technical knowledge in areas including desktop, server, and web-based technologies.	Strong problem-solving skills to identify and address technical issues.

	Extensive experience and understanding of network administration and management. The ability to interpret and convey technical aspects of IT services to non-technical clients. Significant exposure to Microsoft cloud environment dictating security and policies through both Azure and Endpoint solutions. Support cloud and on-premises security assessments and subsequent remediation recommendations to ensure continual availability of services. Technical experience around Routing, Switching and Firewalling technologies.	Leading and delivering on technical projects across the college.
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.*	Strong customer service skills that will enable you to build confidence and gain effective and trusting relationships. The ability to analyse, investigate and resolve issues at all levels. Appropriate time management skills with the ability to apply strong analytical resolve when working on conflicting demands. Problem solving, negotiating, and influencing skills. Confident decision maker with the ability to provide an innovative approach to service delivery.	Good organisational skills and be able to prioritise work demands when required. Liaising with third parties to ensure appropriate delivery options are utilised.

	An elevated level of interpersonal skills that enables interaction at all levels and ages.	
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).*	5 years+ experience of hardware configuration and installation. Cloud based services. Web based technologies. Exposure to Microsoft applications and technical delivery solutions. In depth understanding of DBA architecture and application administration. Experience in similar roles which can bring knowledge and understanding to the position.	10 years+ knowledge and experience of a similar support environment.
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 assist clients of all ages and skillsets. The necessary skills to relay the need for policies and safeguarding guidance within the environment we work in.	Previous experience in a school or college support environment

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

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