

JOB DESCRIPTION

Subject to the current agreed terms and conditions of employment as set out in the college staff manual

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| Job Title: | IT Technician |
| Job Purpose: | To support the use of IT throughout the college |
| Accountability to: | Network Manager |
| Responsible for: | No staff |

Key Responsibilities and Key Tasks:

1. Respond to formal requests for help via Phone/E-mail/Online requests

- a. Maintain IT online requests, prioritise, review daily and make sure staff and students are aware of updates to their request.
- b. Diagnose workstation faults, rebuild machines and replace hardware, or book out machines under warranty. Update the machine database and follow process through until machine is workable
- c. Ensure IT labs, resource rooms and teaching computers have the correct hardware and software
- d. Replace printer toners and diagnose faults
- e. Perform backup and restore of user work and configurations
- f. Administrate deployment of user accounts for staff, students, guests and exams – ensuring special configurations and permissions allocated
- g. Monitor student behaviour and ensure they are compliant with the 'Use of Computer's agreement'
- h. Provide IT support for college calendar events and Adult-Ed IT courses (including evening events)
- i. Configure and test equipment used for IT presentations and be available for resolving technical faults

2. Maintain IT equipment and the College Network

- a. Keep device databases including ID Cards, Phone System, PaperCut, accurate and up to date
- b. Oversee device health by tracking down non-responding devices, remove undesirable software and monitoring of endpoint reporting tools
- c. Upgrade, maintain and support Windows workstations. Package and install software using MSI, WSUS, powershell and endpoint manager.
- d. Upgrade, maintain and support macOS workstations
- e. Generate and maintain IT procedural documentation
- f. Ensure servers and network devices are running up to date operating systems and firmware, updated regularly and performing efficiently.
- g. Maintain IT hardware and storage areas.
- h. Maintain, support, upgrade and train users on the College phone system



COLLYER'S

The College of Richard Collyer

- i. Support and train users how to access the college network and apps using multiple devices
- j. Maintain physical wired Cat 5e/Cat6 network sockets and replace/repair when required

3. Support Staff and students in the use of IT Software

- a. Provide user guidance of Microsoft 365 apps
- b. Gain knowledge of departments unique client and software settings to be confident providing bespoke support
- c. Develop additional software skills as required

4. Any other duties

- a. Guide students on work placement as required
- b. Guide IT Support Assistant, under direction from IT Network Manager
- c. Undertake any other reasonable tasks as required

